

MEALS ON WHEELS SAN DIEGO COUNTY

JOB DESCRIPTION VOLUNTEER PROGRAM SPECIALIST

JOB SUMMARY

For over 60 years, Meals on Wheels San Diego County (MOWSDC) has contributed to the overall well-being of seniors by providing regular nutrition and daily contact with caring volunteers. MOWSDC has over 2,500 volunteers that are essential to the daily operations of the organization.

Under the supervision of the Volunteer Manager, the Volunteer Program Specialist will provide essential support to the volunteer program by processing new volunteer applications, answering volunteer inquires, and assisting with volunteer communications and processes.

This position is full time (35 hours per week). This position is remote, but requires occasional in-office visits for special projects and county report processing.

ESSENTIAL DUTIES

- Process volunteer applications by organizing data in spreadsheets and inputting data into our online volunteer scheduler;
- Use DocuSign and MailChimp to send important communications and forms to volunteers;
- Answer phone calls and email inquiries from volunteers in a timely manner;
- Develop volunteer data reports;
- Perform monthly compliance duties and maintain files for county contracts;
- Assist with the management of our Companionship Call program by pairing seniors and volunteers together for our friendly calling service;
- Serve as backup for meal delivery in the event a volunteer delivery route needs assistance;
- Perform other duties as assigned.

REQUIRED QUALIFICATIONS

- Passion for helping seniors;
- High School diploma or GED;
- Proficient in Windows, Microsoft Office Suite (Excel, Word, etc.), Outlook, Google Docs, and Google Spreadsheets;
- Familiar with, or willing to learn, MailChimp and DocuSign;
- Excellent organization skills and attention to detail;
- Ability to cope under pressure and meet deadlines;
- Pleasant phone manner;
- Strong oral and written communication skills;
- Ability to communicate to persons who are elderly, disabled, and have limited cognitive abilities;
- Willingness to foster and maintain cooperative working relationships with staff, volunteers and clients;
- Ability to work independently and problem solve;
- Proficient with basic office equipment, including computer, copier, and postage meter;
- Neat and professional appearance;
- Ability to lift and/or carry bulky equipment up to 35 lbs;
- Possession of a current driver's license and access to an insured automobile for use on the job.

Interested candidates should email their resume and optional cover letter to: volunteer@meals-on-wheels.org

Note: This position is considered “NON-EXEMPT” by the Fair Labor Standards Act. This organization reserves the right to revise or change duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment. Meals on Wheels San Diego County is an “at-will” employer. Criminal background checks are part of the pre-hire process.