



**Position:** Meals on Wheels Site Staff & Volunteer Manager  
**Reports to:** Nutrition Services Director  
**Classification:** Non-exempt, Full-Time (40 hours per week, with benefits)

**General Position Summary:** The Volunteer & Site Staff Manager is responsible for recruiting, retaining, supporting, training, and supervising staff and volunteers to support 8 senior dining centers throughout Benton and Franklin Counties. This Manager will work closely with other Meals on Wheels staff to ultimately ensure that meals are served and delivered to seniors safely and courteously. The Volunteer & Site Staff Manager is a key team member and will have diverse responsibilities and duties.

### Essential Functions:

- Creatively, diligently, and professionally work to recruit and retain Volunteers and Site Staff.
- Monitor and assure that each Site Staff & Volunteer's training and certification requirements are completed and up-to-date at all times, including background checks, HIPAA training, driving abstracts, Food Worker Cards, etc.
- Maintain accurate records for Site Staff & Volunteers.
- Provide consistent support, supervision, & training of Site Staff & Volunteers.
- Coordinate with site and admin staff regarding volunteer schedules and management at multiple locations.
- Coordinate volunteer recognition, including events, birthdays, thank-you notes, etc.
- Develop and maintain good communication & professional relationships with staff.
- Attend, participate & provide leadership at training and staff meetings.
- Cross-train other positions to provide assistance as needed.
- Perform other duties as assigned or needed.

### Preferred Job Skills & Experience:

- Computer competency of basic programs including Excel, Word, Power Point, and Publisher.
- Good interpersonal written & verbal communication skills.
- Bilingual (English/Spanish) preferred.
- Ability to work independently.
- Ability to exercise good judgment and decision-making.
- Ability to operate standard office equipment.
- Ability to represent the program with tact, diplomacy, and professionalism.
- Willingness to use personal, insured vehicle as needed.
- Ability to demonstrate respect and sensitivity to the needs of diverse individuals from all racial, religious, or socioeconomic backgrounds.
- Ability to provide professional presentations at public events and meetings.
- Ability to adapt quickly to change and challenge in fast-paced work environment.
- Ability to obtain Washington State Food Worker card.
- Excellent customer service skills.
- Strong leadership skills.
- Effective organization and decision-making skills.
- Ability to adhere to high standards of confidentiality.
- Ability to work collaboratively with management and co-workers.

**Working Conditions**

- This position requires physical effort as a part of the essential functions. Physical effort may involve: prolonged sitting, driving, frequent standing and walking for long periods of time, occasional bending and twisting at the waist, reaching above shoulder, kneeling, squatting, climbing of stairs, and occasional pushing/pulling, lifting and carrying up to 25 pounds routinely and occasionally up to 40 pounds.
- Primary working location will be in Richland, with supported sites located throughout Benton and Franklin Counties.

**Education and/or Experience**

- Required: Candidate must be at least 18 years of age for consideration.
- Two- or four-year degree from accredited institution of higher learning is preferred.
- Supervisory experience, particularly in food service or program administration is preferred.
- Supervisory experience, particularly with volunteers, is preferred.
- Spanish bilingual/biliterate is preferred.

**Required Work Habits:**

- Dependable & punctual
- Supportive team member
- Industrious and demonstrating initiative
- Flexible & courteous

**Contingency of Employment**

- Acceptable criminal history background check
- Current Washington State Driver's License
- Acceptable driving record
- Compliance with Chapter 246-215 WAC, Subpart B, "Employee Health"

**Employee Acknowledgement**

I have read and understand this job description and I acknowledge that it does not identify all tasks that may be expected, nor address the standards of performance that must be maintained for continuing employment.

Employee's Signature \_\_\_\_\_

Date \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_

Date \_\_\_\_\_