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**Northeast Iowa Area Agency on Aging**

**Position Description**

**Position:** Meal on Wheels Volunteer Coordinator FLSA: Non-exempt

**Reports To:** Regional Coordinator **Updated:** 11/17

Supervises: N/A

**Job Category:** Social Services Assistant

**Position Summary**

As part of a regional team, this position will recruit, schedule, and manage volunteers for home delivered meal program within designated area.

*The following responsibilities are representative of recurring tasks. These are not to be construed as exclusive or inclusive. Other duties may be required and assigned. These responsibilities must be performed satisfactorily with or without accommodation*.

**Position Responsibilities:**

* Identifies possible volunteer recruiting sources and actively seeks volunteers to staff home delivered meal program in designated area.
* Leads and runs the daily volunteer operations of meal delivery
* Coordinates and manages scheduling of all volunteers (drivers, runners, site coordinators, administrative, and other positions as needed).
* Ensures all volunteer positions are filled and all meals are delivered from all drop-off sites each day.
* Updates and maintains route books to ensure the most efficient meal delivery system.
* Assists in assessing and optimizing routes using and other software
* Fills in for missing volunteers on occasion
* Regularly evaluates efficiencies of daily volunteer operations
* Actively works on continued implementation of improvements
* Promptly answers all telephone calls and inquiries relating to volunteers and clients
* Performs other duties as assigned

**Qualifications**

* High school diploma or GED
* Minimum of two years’ related experience working with volunteers or managing employees

**Essential Skills, Knowledge, and Abilities:**

• Ability to work independently and without direct supervision.

• Excellent customer service skills with ability to solve problems and offer assistance to resolve complaints.

• Accurate data entry skills

• Knowledge of personal computers and ability to operate computer software.

**Physical Demands:**

* + - Essential functions of this position include: working with and around other staff and clients; vision acuity (near) for reading computer work; hearing and speech for ordinary conversation and for communicating with staff and clients in person and over the phone; finger dexterity / touch for typing filing etc.
    - While performing the duties of this job, the employee is required to use computers and computer systems (including hardware and software) enter data, or process information for extended periods of time.
    - Employee in this position will be required to travel distances and ascending /descending stairs, standing, bending and stooping, including but not limited to accessing consumer homes as required
    - Position should possess the ability to perform light work exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently.
    - Employee in this position must hold a valid driver’s license and proof of insurance.
    - Ability to travel throughout state of Iowa to and attend out of state meetings and conferences as necessary

In compliance with the Americans with Disabilities Act, the agency provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the NEI3A.

I have read and understand this explanation and job description.

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Employee Signature Date

Northeast Iowa Area Agency on Aging is an Equal Opportunity Employer