



Mobile Meals of Southern Arizona  
520-622-1600  
www.MobileMealsSoAZ.org

**Job Title:** Program & Volunteer Coordinator

**Job Type:** Full Time, Non Exempt

**Reports To:** Program Manager

### **Summary/Objective**

The Mobile Meals of Southern Arizona's Program and Volunteer Coordinator coordinates day-to-day program and volunteer activities to ensure: meals are delivered, client and volunteer questions are responded to in a timely fashion, and program records are accurate and up to date. Position may perform other duties as assigned.

### **Essential Functions**

#### Program Coordination

- Serve as first point of contact for individuals seeking general information about Mobile Meals of Southern Arizona's services.
- Work with potential clients, family members, and a variety of referring agencies to conduct new client intakes and evaluate eligibility.
- Refer community members to appropriate alternate resources when necessary.
- Document and track changes in client service status (temporary cancellation, etc.).
- Assist with daily meal delivery to clients' homes as required.
- Maintain accurate and comprehensive client documentation in program files and Access database. Create new client files as needed.
- Answer office phones and forward calls as necessary; open and distribute incoming mail.
- Promote positive and effective working relationship with other staff and community volunteers, as well as a variety of public, private, and community-based organizations.

#### Volunteer Coordination

- Coordinate placement and scheduling of Mobile Meals of Southern Arizona volunteer drivers.
- Complete weekly route assignments and communicate to drivers in a timely manner.
- Update, verify, and print weekly driver schedules.
- Contact volunteers daily as needed to communicate changes in client service status.
- Document and track upcoming and unplanned volunteer absences; secure and confirm substitute drivers when needed.
- Secure proof of updated auto insurance and driver's license for active program volunteers.
- Assist Program Manager with new volunteer trainings and background checks.
- Schedule new volunteer "Ride-Alongs" with experienced volunteer or staff member.
- Create and update volunteer files as needed.
- Maintain accurate and comprehensive documentation of volunteer contact information, concerns, and issues in volunteer files and Bloomerang database.
- Provide ongoing support, timely communication, and thoughtful recognition to ensure volunteer engagement and retention.

### **Work Environment**

This job operates primarily in a professional office environment but will assist with daily meal delivery to clients' homes as required, which necessitates traveling by car and walking outside in occasional extreme heat.

## **Physical Demands**

The physical demands described here are representative of those the employee must meet to successfully perform the essential functions of this job. While performing the duties of this job, the employee regularly is required to sit and stand; use hands to finger, handle, or feel; reach with hands and arms; stoop, reach and carry, and to occasionally lift and carry office/program supplies, up to 30 pounds; and talk or hear. This job requires the ability to drive a motor vehicle, lift files, open filing cabinets, and bend or stand on a stool.

## **Position Type/Expected Hours of Work**

This is a full-time, hourly position. Standard hours and days of work are Monday through Friday, 8:00 am to 4:00 pm. Additional weekend or evening hours may be required occasionally.

## **Travel**

Some out-of-the-area and overnight travel may be required.

## **Minimum Qualifications**

- Bachelor's degree plus three years of work experience, with at least one year of administrative experience in a professional non-profit and/or healthcare setting; or equivalent combination of experience and education.
- Clear understanding of and passion for the mission of Mobile Meals of Southern Arizona.
- Ability to maintain client and donor confidentiality.
- Excellent interpersonal, verbal, and written communication skills.
- Proven ability to multitask, meet deadlines, and achieve results in a team environment.
- Ability to engage the external community, communicate effectively with people from diverse backgrounds, and represent the organization in a positive, professional manner.
- Excellent computer skills including proficiency in Word, Excel, Access, and Outlook.
- Current and valid Arizona Driver's License, auto insurance, reliable car, and safe driving record.
- As a condition of employment, a reference and background check will be required for any successful candidate for this position.

## **Preferred Qualifications**

- Bilingual, English / Spanish, verbal and written.
- Knowledge of related community resources and programs.
- Previous experience working with volunteers and/or relational databases.

## **Compensation**

- Hiring Range DOE: \$28,000 to \$33,000
- Benefit package includes generous paid vacation and sick time, 10 paid holidays, health, vision, and dental insurance, short- and long-term disability insurance, and life insurance.

## **How to Apply**

Please email your resume and cover letter to [careers@mobilemealssoaz.org](mailto:careers@mobilemealssoaz.org). Incomplete applications will not be considered. Only candidates selected for interviews will be contacted.

## **AAP/EEO Statement**

Mobile Meals of Southern Arizona does not discriminate in our employment practices, volunteer opportunities, or delivery of services on the basis of race, color, religion, national origin, ancestry, gender, age, sexual orientation, citizenship, disability, ethnicity, marital status, familial status, gender identity, economic circumstances and/or veteran status.