**RACHEL’S TABLE OF WESTERN MASSACHUSETTS**

**Volunteer Coordinator and Administrative Assistant   
Full-time position, benefits included**

**Some evening and weekend hours are required**

**Rachel’s Table of Western Massachusetts:**

Rachel’s Table of Western Massachusetts (RTWM) is a community-engaged, volunteer-driven organization that works to alleviate hunger across Hampden, Hampshire, and Franklin Counties. It operates programs to target immediate hunger crises and address longer-term solutions to hunger, and partners with a wide network of community providers and agricultural producers to accomplish our goals and leverage the effectiveness of our collective resources. RTWM started as a program of the Jewish Federation of Western Mass in 1992 and became an independent 501(c)3 non-profit in July 2023.

**Summary:**

The Volunteer Coordinator & Administrative Assistant (VCAA) supports and co-manages volunteers at every step and supports administrative processes that enhance office flow and efficiency. This newly created position requires strong communication and people skills as well as exceptional organization skills, attention to detail, and technological proficiency.

This position is full-time 40 hours per week, with some possible remote hours coordinated with supervisor, inclusive of benefits. Supervised by Operations Manager.

**Essential Duties & Responsibilities**

**Volunteer Coordination and Stewardship:** Oversee onboarding, supervision, and coordination of volunteers across all programs.

* Field all new volunteer interest – make follow up phone calls and liaise with appropriate program staff
* Support current volunteer dispatchers and coordinators as first responder to needs
* Schedule and update volunteers in management platform for all routes, ensuring adequate coverage of dispatchers and drivers each day
* Conduct onboarding for new volunteers including training and tracking their status
* Maintain master lists of all volunteers and update status, form completion, etc.
* Ensure all active volunteers have completed the Code of Conduct and Liability Waiver & Media Form, and Non-Disclosure Agreement form if appropriate
* Manage volunteer data collection and optimization
* Oversee calendar of volunteer communications
* Co-plan and implement Volunteer Appreciation events
* Enhance volunteer outreach through networking with local organizations/businesses and tabling at events
* Make weekly volunteer stewardship calls

**Administrative Support** Maintain accurate records and support optimal use of administrative systems.

* Routinely update database constituent entries, cull duplicates, scrub lists, and create lists for events and reports
* Manage event registrations
* Support RTWM mailings including creating mail merges
* Run financial reports and aid bookkeeping efforts when appropriate
* Respond to public inquiries from our website and contact form
* Create and execute annual mailing campaigns such as annual tax letters
* Assist with organization and filing systems

**Staff & Organizational Development** Contribute to strategic visioning/direction and embodiment of RTWM’s values and participate in functions that integrate staff across all branches of the organization.

* Participate in weekly staff meetings and regular check-ins with supervisor
* Participate in bi-annual staff retreats
* Meet and/or communicate with RTWM staff to coordinate needs and streamline use of databases and other administrative systems
* Support RTWM team in external fundraising and awareness raising events
* Occasionally attend Board meetings and other organizational functions

**Additional Duties as needed:**

* Other duties as required, including but not limited to support with office management, data entry, grant administration, marketing, development, special program oversight, and other additional duties in accordance with Rachel’s Table’s needs.

**REQUIRED KNOWLEDGE, SKILLS, and ABILITIES**

* Very strong interpersonal skills and proven ability to interact with many different individuals and volunteers of varying backgrounds and orientations
* Excellent oral and written communication skills  
  Proven organizational skills and ability to juggle multiple priorities at once, all with a high degree of accountability and accuracy
* Proven excellent time management skills
* Presents self in a highly professional manner at all times
* Demonstrated collaboration skills: ability to work well independently and as a part of a team
* Past experience working with multiple database systems, with donor management system experience a plus
* Proficient in Microsoft Office 365, including but not limited to Outlook, Word and Excel
* If possible, ability to use Canva and other visual design platforms if necessary

**EDUCATION AND EXPERIENCE**Bachelor’s Degree preferred. In lieu of a degree, three to four years’ experience in a related field, along with some college level course work, may be acceptable. Experience in facilitating operational systems and in coordinating volunteers with a collaborative approach is preferred.

**LOCATION**

This position requires in person attendance at the 1160 Dickinson St., Springfield, MA location. However, through consultation and in agreement with the supervisor, some remote hours may be possible. This position will report directly to the Operations Manager of Rachel’s Table of Western Massachusetts.

**COMPENSATION**

This position is $50,000 per annum with benefits.

To Apply:

* Please email a cover letter and resume to: jfalk@feedwma.org. Please include names and contact information for three work references. For any questions, feel free to call Jodi Falk at 413-733-0084 x296.
* Interviews begin April 1 and will continue until the position is filled.

Rachel’s Table of Western Massachusetts is an Equal Opportunity Employer.