



**SECOND
HELPINGS
ATLANTA®**

Volunteer & Food Network Coordinator

Job Title:	Volunteer & Food Network Coordinator
Reports to:	Director of Programs & Operations
Location:	Hybrid / Atlanta, Georgia
Salary:	\$55,000 annually
Benefits:	Paid holidays, Health Insurance, PTO, and 403(b) plan option

About Second Helpings Atlanta

Second Helpings Atlanta (SHA) works to reduce hunger and food waste in Metro Atlanta by rescuing surplus nutritious food and distributing it to nonprofit partners with feeding programs. Learn more at www.secondhelpingsatlanta.org.

At SHA, we value collaboration, curiosity, kindness, and impact. We're a small, resourceful team that builds trust, supports each other, and embraces creative problem-solving while having fun in the process.

Position Overview

As the Volunteer & Food Network Coordinator, you will play a pivotal role in engaging volunteers and managing daily food rescue operations. This includes onboarding new volunteers, coordinating food pickups and deliveries, troubleshooting daily operational challenges, and driving initiatives to improve volunteer and community partner experiences. The role requires strong communication, relationship-building, and organizational skills.

Key Responsibilities — Volunteer Communication & Engagement

- Serve as the primary point of contact for all volunteer inquiries related to food rescue routes, events, and general engagement.
- Manage SHA's main phone line, responding to or forwarding messages as appropriate to ensure timely communication.
- Cultivate strong, positive relationships with volunteers, ensuring they feel valued, supported, and connected to SHA's mission.
- Develop, implement, and refine volunteer recruitment strategies to expand and diversify

SHA's volunteer network, including representing SHA at community events and outreach opportunities.

- Plan, coordinate, and facilitate volunteer onboarding, orientation, and training to ensure volunteers are well-prepared and uphold SHA's policies, procedures, and standards, recognizing that they serve as extensions of the organization in the community.
- Ensure volunteer compliance with SHA policies and procedures, including addressing and documenting any concerns, providing constructive feedback, and having difficult conversations when needed to maintain program integrity.
- Maintain consistent communication with volunteers using multiple methods (email, phone calls, text messages, and digital platforms) to provide updates, route information, and ongoing support.
- Identify, address, and fill day-to-day volunteer shortages in collaboration with the Director of Programs & Operations and the Operations Team to ensure uninterrupted program operations.
- Plan and execute volunteer appreciation and recognition initiatives, including events and targeted acknowledgments to foster volunteer retention and morale.
- Schedule, organize, and facilitate group volunteer events with corporate and community partners to further SHA's impact and visibility.
- Support other volunteer operations and organizational needs as required.

Key Responsibilities — Food Network Coordination

- Manage and maintain food rescue routes and volunteer schedules in Salesforce.
- Monitor route accuracy, implement schedule updates, and resolve issues raised by donors, agencies, or volunteers.
- Maintain a log of operational issues and collaborate with the Director of Programs & Operations to address them.
- Communicate with volunteers, food donors and partner agencies about scheduling, changes, and issue resolution.
- Participate in weekend duty rotations (approximately once a month) with the Operations Team.
- Support other food network operations as needed.

Skills and Qualifications

- Commitment to SHA's mission and an understanding of food rescue and hunger relief operations.
- Proven experience in volunteer recruitment, engagement, and retention, with the ability to attract diverse volunteers.
- Excellent relationship-building skills with diverse groups of volunteers and stakeholders.
- Strong problem-solving abilities, with a track record of managing conflicts effectively.
- Flexibility and adaptability in a fast-paced, dynamic nonprofit environment.
- Strong written and verbal communication skills, with the ability to respond quickly and

clearly to team members and external partners via email, phone, and text.

- Ability to prioritize tasks and manage emergent issues efficiently.
- Experience with CRM systems (Salesforce preferred, but willing to train the right candidate).
- Proficiency with Google Suite and advanced skills using spreadsheets.
- A passion for streamlining processes to improve volunteer and operational experiences.
- Enthusiasm for teamwork and SHA's mission to reduce hunger and food waste.
- Ability to lift up to 25 pounds (moderate lifting may be required).

Compensation & Considerations

- Salary: \$55,000 annually.
- Benefits: 15 days PTO, 10 paid holidays, health insurance, and a 403(b) retirement plan.
- Hours: Flexible working hours within SHA's core schedule (Monday–Friday, 8:00 AM to 4:00 PM). Some evening and weekend hours may be required.
- Work Model: Hybrid (remote and in-person).
- Physical Requirements: Must be able to lift and carry up to 50 pounds unassisted on a regular basis.
- Work Environment: This role requires occasional work in a warehouse setting that is not climate-controlled and can be hot, cold, noisy, and dusty. You may be exposed to loud equipment, including forklifts and pallet jacks, and must be comfortable operating or working near power equipment with appropriate safety protocols.
- Travel: Occasional local travel within Metro Atlanta for events and meetings.

Second Helpings Atlanta is an equal-opportunity employer. We value diversity and inclusivity and encourage candidates of all backgrounds to apply.

To Apply

Please submit your resume and cover letter to hr@secondhelpings.info.