



mobilemeals

Volunteer Manager

Organizational Overview: Mobile Meals of Toledo (MMoT) is a nonprofit established in 1967 that was founded to support the greater Toledo area seniors and the medically fragile with access to nutritious meals, social connection to enable our neighbors to age in place and enjoy a healthy, safe, and independent life.

Job Description: Reporting to the Operations Director, the full-time Volunteer Manager will engage in activities to identify, recruit, and maintain volunteers in support of Mobile Meals operations for meal delivery, special events, and in the office support. This person will represent all aspects of the volunteer program and Mobile Meals in the community. Public speaking is a must as this role will be talking to groups of people and engaging them in joining our volunteer team. We are looking for a self-starter that will generate their own leads. Recruit volunteers through personal contact with corporations, churches, civic clubs, retiree groups, exercise groups, etc.

Primary Responsibilities

Volunteer Coordination

- Source and recruit volunteers using various recruiting techniques for meal delivery and office assistance. Engage our 250+ current volunteers while inspiring additional volunteers to join.
- Conduct regular orientations and trainings for all volunteers
- Direct and supervise all volunteers for meal delivery, kitchen, pet food distribution, and office support. Develop systems for staff to effectively supervise and manage volunteers, including assisting with planning and managing volunteer orientation, training, recognition and reporting.
- Develop and prepare educational materials for volunteer trainings and continuous engagement
- Create, maintain, and update volunteer records including personal profiles, schedules, hours records, onboarding checklist, and regular training activities
- Work as a liaison between office, paid delivery drivers, and pick up sites
- Troubleshoot software/tablet devices for volunteers using the Mobile Meals App
- Volunteer recruitment. Attend open houses, Community fairs, church events, neighborhood events, and reach out to affinity groups.
- Deliver meals when needed (for call offs and with other delivery staff)

Office:

- Cross training in order to understand the full home-delivered meal operations

- Answer incoming calls as needed for volunteers, clients and inquires to the agency
- Assists in assessing and optimizing delivery routes

Qualifications:

- Bachelor's degree in business administration, human resources, or relevant field
- Two to five years of experience in a non-profit setting with a proven track record of successful project management
- Experience with training and speaking in front of small to medium crowds
- Intermediate to Advance skills in Microsoft Office (Word, Excel, Outlook, & Power point)
- Organization, record keeping and planning skills
- Prior experience and/or willingness and ability to learn necessary software including Meals on Wheels Scheduler, Mobile Meals App, and ServTracker
- Strong communication skills (written and verbal)
- Self-starter with the ability to work independently and in a team environment with minimal supervision, assisting and calling on team member when necessary
- Excellent organizational skills with the ability to plan and organize multiple tasks, handle detailed work and meet deadlines
- Ability to use tablet and cellphone applications to support volunteer meal deliveries
- Knowledge for the geographic areas in Toledo and Lucas County service area
- Experience and/or affinity for working with older adults

Physical & Cognitive Demands: This position is generally set in a comfortable office environment. There are times on a monthly basis this role requires work outside the office. The volunteer field work may occur during or after business hours out in the community. The role frequently interacts with others. Community events range from a few hours to an entire day in indoor and outdoor environments. This role requires seeing, hearing, sitting, walking, driving, talking, writing, walking on uneven surfaces, standing for extended periods of time, depending on the situation.

Supervisory Responsibility

This position has no direct staff supervisory responsibilities, but does supervise the entire volunteer team.

Job-Type: Full-time hourly position

Work hours: Typical work hours are 8:30 am – 4:30 pm. This schedule may also include some evening and weekend work from time to time.

Compensation Rate Range: \$20 - \$24 an hour or up to \$49,000 based on experience

Benefits: Medical, Dental and Vision coverage. Short-term and Long-term disability. 401k with 3% match after 6 months. Two weeks paid vacation, two weeks personal time off, and 10 paid Holidays.

To apply: Send your resume and an optional cover letter to info@mobilemeals.org

Job Posting Dates: 3/31/25 – 4/15/25