



J O B D E S C R I P T I O N

JOB TITLE:	Resource Center Coordinator
REPORTS TO:	Director of Emergency Services
EXEMPT:	NON-EXEMPT: X
HOURS:	Full Time

JOB SUMMARY: The Resource Center Coordinator is responsible for the day to day operations of an ECHO Outreach Center. This includes the supervision and retention of volunteer staff.

ESSENTIAL FUNCTIONS:

Everyday Operations- Open and close the ECHO resource center, schedule volunteers, manage all in kind donations, schedule food pick-ups, and, on occasion, check in and record those receiving services into the Airtable database.

Food and Clothing Services- Ensure that neighbors receive service in a clean and orderly environment that demonstrates respect, dignity and compassion. Coordinate with ECHO Thrift to keep clothing and disaster kits stocked at resource center.

Volunteers- Schedule, train, and maintain volunteer team, conduct monthly meetings, and direct summer student volunteers. Partner with fellow coworkers to plan and coordinate the annual Volunteer Appreciation Breakfast.

Donations- Oversee the efficient tracking, sorting, and distribution of all in kind donations.

Storage- Efficiently manage on site storage and food warehouse space.

Food- Maintain inventory, order/purchase necessary items, and ensure that stock is rotated regularly.

Food Safety- Ability to obtain Food Safety certificate within first 60 days.

Food Drives- Work closely with coworkers to plan and coordinate all food drives.



End of the Month Reports- Complete end of the month reports: neighbors served, donations received, food and clothing distributed.

Maintenance- Oversee the general maintenance of the center.

Stocking- Schedule pick-ups with partner campus. Maintain adequate supplies.

Other- Perform other functions as necessary or assigned.

QUALIFICATIONS:

- **Minimum Associates Degree** in business, social service, or human resources
- **Minimum 2 years** experience in volunteer management preferred
- **Supervisory and administrative** experience
- **Knowledge** of standard office processes, procedures, and equipment
- **Bilingual** English/Spanish preferred

KNOWLEDGE AND SKILLS:

- Possess both verbal and written communication skills in order to communicate effectively with neighbors, volunteers, members of the community and coworkers
- Possess active listening skills
- Possess a high degree of social perceptiveness- being aware of others' reactions and understanding why they react as they do
- Proficient in typing, Microsoft Office and Excel
- Ability to work in a high contact area and fast paced environment
- Effectively utilize time management skills by prioritizing tasks for self and others
- Possess the ability to teach others how to perform tasks and to interact appropriately with neighbors and volunteers
- Ability to encourage, train, motivate, and retain volunteers
- Ability to monitor/assess the performance of self and others in order to make improvements and take corrective action

Physical Requirements:

- Intermittent physical activity including bending, reaching, sitting, standing, walking and keyboarding; carry up to 40 pounds



Initial Evaluation Period:

- 90 Days

Starting Pay Range:

- Salary or pay is commensurate with experience

Contact information:

Please submit resume to Savanna Thompson – savanna@echofl.org

(813)685-0935 ext 2001

ECHO of Brandon

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