



JRA Job Description

Volunteer Programs Coordinator

The Jewish Relief Agency (JRA) is seeking a **Volunteer Programs Coordinator** to support and strengthen our outstanding volunteer program. For 25 years, JRA has brought together people of all ages, backgrounds, and means to address our community's physical, social, and spiritual needs through Chesed, while building a more caring and connected community.

At the heart of JRA is our monthly food distribution, where thousands of volunteers come together to pack and deliver food and critical supplies to families throughout Greater Philadelphia. The Volunteer Programs Coordinator will play an important role in creating a welcoming, organized, and impactful experience for our volunteers, from their first interaction with JRA through continued engagement and involvement. This role will help coordinate volunteer opportunities, build relationships with community groups, support volunteer communications and recognition, and ensure our volunteers feel connected to the impact they are making.

RESPONSIBILITIES

- Work with the Director of Community Engagement & Volunteer Programs to implement strategies for individual and group volunteer recruitment and outreach.
- Write, send, and reply to targeted outreach emails to external organizations regarding volunteer programs.
- Manage all volunteer postings to ensure volunteer opportunities are listed on all partner sites. Identify additional sites for postings.
- Manage a high volume of communication with individuals and groups interested in volunteering; monitor the volunteering@jewishrelief.org inbox and the volunteering voicemail. Respond quickly, accurately, and positively to changing conditions
- Teach volunteers how to register using VolunteerLocal and assist those unable to use the technology to register correctly. Monitor VolunteerLocal sign-up notifications, respond to comments, and troubleshoot errors. Support the Director in managing the group registration process.
- Maintain clean volunteer data by monitoring for and merging duplicate volunteer profiles.
- Assist in the oversight of distribution administrative tasks by recruiting volunteers to prepare route packets for distribution, training them on the task, organizing the materials needed prior to their arrival, and overseeing the process onsite. Recruit administrative volunteers for Client Services and Development, as requested.
- Assist the Director in coordinating the Route Owner Program by recruiting and orienting new Route Owners and confirming current Route Owner participation monthly via emails/calls/texts. Collaborate with the Client Services Team when Route Owners bring

questions, concerns, or needs regarding clients on their owned routes to your attention. Speak to audiences at synagogues, schools, and other community organizations and table at community events to provide an overview of JRA and to promote volunteer opportunities, as assigned by the Director.

- Co-create and update volunteer materials.
- Assist in volunteer appreciation and recognition for Yellow Cappers, Route Owners, and general volunteers
- Assist in the coordination of the B'nai Mitzvah and Junior Yellow Capper program, including the recruitment of new participants, the facilitation of orientations, the co-development of unique project ideas, the celebration of program participants, and data collection
- Assist in the coordination with community partners to provide volunteer opportunities for individuals living with physical, intellectual, and developmental disabilities and mental illness. Ensure the registration process is accessible and the volunteer assignments are a good fit with the needs of the consumer groups
- Monitor and resolve volunteer concerns in accordance with established procedures and organizational core values. Report all volunteer concerns to the Director of Community Engagement & Volunteer Programs.
- Co-create volunteer orientation videos
- Write 1 volunteer feature article for JRA's monthly newsletter, Unboxed
- Flexibility to take on other assignments based on the needs of the organization

Warehouse Responsibilities

- Approximately five days a month, work on-site at JRA's warehouse in Northeast Philadelphia. This includes a monthly Food Distribution on a Sunday.
- Create a positive, safe, and educational volunteer experience by building relationships with volunteers
- Coordinate volunteer activities at the warehouse, including volunteer check-in, task assignment, and orientations
- Load food boxes into the cars of volunteer delivery drivers
- If needed, deliver boxes of food and critical supplies to clients

QUALIFICATIONS

- 1–2 years of experience in volunteer coordination, community engagement, nonprofit work, events, customer service, or a related field preferred
- Excellent verbal, written, and interpersonal communication skills, with the ability to work effectively with diverse groups of people
- Strong organizational and time-management skills, with the ability to manage multiple priorities
- Experience recruiting, coordinating, and engaging volunteers preferred
- Experience with volunteer management, CRM, email marketing, or database platforms preferred

- Proficiency with Microsoft Excel and Google Workspace; experience with email and direct mail marketing campaigns preferred
- Bachelor's degree required
- Must be able to lift up to 25 pounds, have access to a reliable vehicle, and possess a valid driver's license

BENEFITS

- Competitive salary of \$45k to \$47k, plus health, dental, and vision insurance.
- Generous benefits package including vacation, sick time, and paid holidays.

To apply, please send your resume and a brief statement of interest to jobs@jewishrelief.org.