

## **JOB TITLE: VOLUNTEER RELATIONS (PROCESSING CENTER)**

Matthew 25: Ministries seeks a full time Volunteer Relations professional to be a part of our expanding team. This is a customer-service position with a focus on creating a memorable and exceptional volunteer experience for every guest at Matthew 25: Ministries.

From the moment they walk through our doors, we want volunteers to know they're VIPs. Our team helps create this atmosphere by greeting guests with a smile, giving them a tour of our Global Village (interactive exhibit with life-like poverty and disaster displays), answering questions about the ministry, and working alongside volunteers in our Processing Center in order to build positive relationships.

### **SCHEDULE**

Full time, five days Monday – Saturday. Days off will be Sunday and one additional day.

### **PAY**

\$30,000 - \$32,000 / year salary + benefits

### **THE SUCCESSFUL CANDIDATE WILL WORK WELL BOTH INDEPENDENTLY AND AS PART OF A TEAM WITH THESE PRIMARY RESPONSIBILITIES:**

- Greet and register volunteers upon their arrival at Matthew 25: Ministries.
- Lead groups of volunteers and guests through the Global Village Exhibit (reopening in 2022), accurately presenting information about Matthew 25: Ministries and our work with the poorest of the poor and disaster victims.
- Engage all levels of interest, ability levels, and group sizes.
- Answer guests' questions about the Ministry, being willing to research and follow up as needed.
- Work alongside volunteers in the Processing Center, furthering discussion about our work while processing products for shipment.
- Lead volunteers in work stations by providing clear instructions to both individuals and large groups, maintaining a clean and stocked work area, and transferring finished product.
- Thrive in a fast-paced warehouse environment, which requires long periods of walking, standing, light lifting, pulling, and attention to detail.
- Maintain a detailed schedule and meet time constraints daily.
- Represent Matthew 25: Ministries in a professional and positive manner at all times.
- Accomplish organization's goals by completing related tasks as needed and in a timely manner.
- SATURDAY HOURS REQUIRED. Evening hours may be required starting in 2022.

### **DESIRED SKILLS AND EXPERIENCE**

- Bachelor's degree is preferred.
- Some experience working in customer service, marketing and/or public relations.
- Good interpersonal skills. Must enjoy working and interacting with a wide variety of people.
- Positive and friendly attitude, and willingness to learn.
- Strong verbal communication skills, especially in front of groups.
- Willing and able to work alongside volunteers in a warehouse setting, sorting and processing product to help the needy.
- Basic knowledge of Microsoft Word, Excel and Windows.
- Willingness to be involved in miscellaneous tasks as the needs arise, particularly during disaster responses and special events.