

Office and Food Services Assistant / Volunteer Coordinator

Application deadline: August 24, 2026

Application page: <https://apoyo-community.org/ellensburg-assistant-volunteer-coordinator/>

Contact: Erick Becerra Vallejo, APOYO Executive Assistant

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509-201-1820

Reports to	Food Services Director & Executive Assistant
Supervises	Volunteers & Interns
Location	Office, food pantry, and community settings

Position summary

This position bridges the office and food-service sides of the organization and helps keep APOYO's volunteer program running. It assists Food Services Director, Food Services Coordinator, and Executive Assistant, assists with coordination that keeps distributions adequately staffed, greets and supports clients and volunteers in English and Spanish, performs some receptionist duties in English and Spanish.

What this role owns APOYO's volunteer recruitment and orientations, and collection and assistance with management of volunteer hours, food distribution, and community closet distribution data so records are complete.

Compensation and work conditions

- \$20/hour to start
- 20-hour work week
- Schedule: M, T, Th, F 10:00 a.m. to 2:00 p.m. / Wed 2:30 – 6:30 p.m.
- Works in food pantry, office, and community settings with frequent public contact

Physical requirements

- Able to lift and move up to 50 pounds at a time and work on foot for a minimum of 2 hours
- Works in all weather, in daylight and dark, doing food service work

Key responsibilities

Volunteer coordination

- Plan, develop, and direct volunteer orientation
- Recruit volunteers and conduct community outreach about volunteer needs
- Oversee and maintain volunteer operations on the volunteer portal (Volgistics)

- Submit and collect volunteer release forms and service records
- Complete and submit accurate volunteer service reports (Food Services & Community Closet)
- Coordinate volunteer-specific events and services
- Develop partnerships with outside organizations that provide volunteers
- Ensure volunteers are supervised and check in and out
- Ensure interns receive the training needed to assist with APOYO's work as they meet their educational objectives

Office and food-service support

- Greet clients and visitors in English and Spanish
- Handle incoming calls and client questions in English and Spanish
- Assist with operational tasks during Wednesday and Friday food distributions
- Assist in directing volunteers during distribution
- Complete and submit accurate food distribution reports, clothing distribution, and demographic data
- Collect information and assist with recordkeeping
- Help organize and maintain office and storage areas
- Assist with social media designs and promotional efforts

General

- Cooperate and communicate with team members, partners, and the public with honesty, integrity, and respect
- Help create a welcoming environment for all at APOYO
- Attend APOYO staff meetings
- Coordinating with supervisors and Executive Director, act as a liaison between APOYO, partner organizations, and communities we serve
- Additional duties as needed

Required qualifications

- Bilingual (Spanish–English) — required (works directly with the public)
- At least one year of relevant experience
- High school diploma or GED
- Valid Washington driver's license
- Pass criminal background check
- Currently authorized to work in the United States
- Food Worker Card (may acquire upon hire)

Knowledge, skills and abilities

- Experience managing teams and delegating responsibilities
- Experience with leadership roles
- Ability to collaborate as a team player and maintain positive working relationships
- Works well under limited supervision
- Adapts to a changing environment and handles multiple priorities
- Professional English and Spanish communication skills
- Proficiency with Microsoft Office (Word, Excel, PowerPoint)
- Experience using social media platforms
- Proficient communication and organizational skills
- Maintains a high degree of sensitivity and confidentiality working with people of diverse cultural, socioeconomic, and lived experiences

Preferred

- Basic proficiency maintaining databases (Little Green Light, Volgistics)
- Basic proficiency with computer graphics programs (Canva)
- Experience working with Latine and/or immigrant communities
- Experience working for nonprofit organizations and/or customer service