

AMERICORPS MEMBER POSITION DESCRIPTION



FOOD PANTRY AND VOLUNTEER COORDINATOR

Member Name: TBD
Program Name: Iowa Community Corps
Host Site: DMARC Southside Food Pantry
Service Location: Des Moines, IA

Start Date: 9/25/2026
End Date: 5/6/2027
Member Term: Quarter Time
Living Allowance amt: \$6,000

Position Summary: The Iowa Community Corps AmeriCorps program is a statewide effort to strengthen communities through increased access to resources to support health and wellbeing. AmeriCorps members serve directly with local organizations to expand their ability to reach and support the people they serve, while gaining professional training to launch or grow a career in community health.

The Des Moines Area Religious Council (DMARC) has a long history of partnering with diverse faith communities to meet basic needs in the Greater Des Moines area. DMARC operates a countywide network of pantries, mobile food delivery, and outreach programs that support tens of thousands of households each year. As costs rise and more families face food insecurity, the Southside Food Pantry serves as an essential resource for neighborhoods with high numbers of children and first-time visitors. As the Food Pantry Volunteer Coordinator, you'll help ensure that pantry guests receive personalized, dignified support while strengthening resource navigation, volunteer engagement, and improving day-to-day pantry operations.

Schedule: Member will serve approximately 16 hours per week, Monday through Friday, between 8am-4:30pm.

AmeriCorps Member Activities

Training & Onboarding

- Learn DMARC's visitor intake process and practice supportive, culturally responsive interactions
- Understand pantry operations, including backstock and warehouse procedures
- Complete training on resource navigation, food pantry systems, confidentiality, and good-practice standards
- Attend volunteer orientation and learn how to onboard new and returning volunteers

Support Pantry Visitors & Enhance the Visitor Experience

- Welcome visitors, complete intake procedures, and help identify and understand their needs
- Provide resource navigation, referrals, and guidance to community services beyond food support
- Directly assist visitors as they shop the pantry and help ensure a positive, dignified experience
- Identify opportunities to improve the pantry layout, signage, flow, or visitor interactions
- Collaborate with staff to develop and implement visitor experience improvements
- Revisit changes with staff, gather feedback, and evaluate their impact
- Prepare a summary of operational improvements and share findings with pantry leadership

Strengthen the Volunteer Experience

- Connect with volunteers and gather feedback on motivations, barriers, and overall experience
- Develop a short volunteer feedback survey to capture insights and recommendations
- Share monthly snapshots of volunteer feedback with staff and leadership
- Help improve clarity of roles, training expectations, and support systems for volunteers

Build Volunteer Capacity & Expand Community Engagement

- Reach out to community groups and help recruit volunteer teams for ongoing pantry support
- Collaborate with the Volunteer and Outreach Manager to develop a holiday volunteer toolkit
- Update volunteer procedures, training manuals, and checklists to strengthen volunteer engagement
- Share updated materials with staff and help implement new volunteer processes

Desired Skills/Qualifications:

- Ability to lift 50lbs
- Read, write, type, and communicate in English
- Comfort engaging with diverse communities
- Experience in customer service
- Bilingual or multilingual skills a plus