



Revised: December 2018
Title: Member Services Associate
Department: Programs & Services
Reports to: Senior Manager of Member Services
Status: Hourly, Non-exempt, Full time

General Description

The Member Services Associate (MSA) provides exemplary customer service to Foodlink's network of agencies. The MSA receives and processes all orders accurately, answers any agency questions about products/orders/deliveries, and maintains accurate records for all customer accounts. The MSA will also assist daily in the Member Marketplace, and provide administrative assistance with various Member Services programs and initiatives as needed.

Essential Duties and Responsibilities

- Acts as main contact person for Foodlink's network of agencies for processing and troubleshooting all orders.
- Reviews and approves online orders daily. Provides assistance for phone, email, and faxed orders. Ensures efficient, timely, and accurate processing of all orders.
- Generates daily delivery and pickup schedules for Member Marketplace and delivery route drivers. Ensures Distribution Center Team has up to date, complete information for assembling orders.
- Maintains an up-to-date customer database, entering accurate, complete information on customers and orders processed for each customer.
- Works to resolve conflicts, issues and problems with customer orders in an urgent manner. Maintains and develops effective customer relations and rapport. Participates in regular customer service training sessions.
- Processes all credits and rebills in a timely fashion while working with both Inventory and Distribution Center Team to ensure they have complete information for processing credits.
- Works with agencies and customers to identify Foodlink products for their program needs, and provides Member Services team with suggestions of potential high-need items.
- Assists daily in the Member Marketplace with billing transactions.
- Assists with data input for all Member Services initiatives, including entering of BackPack orders, and documenting all required Food Safety and Civil Rights documentation.
- Ensures that all Member Services auditing and filing is completed by the end of each week.
- Assists Member Services team with phone calls, mailings, filing and data entry associated with the proper maintenance of all Member Services grants, including HPNAP LOC, OS, and Seed.
- Performs any tasks or projects assigned by the immediate supervisor.

Minimum Qualifications

- Associate Degree and two years of customer service experience or equivalent combination of education and experience.
- 2+ years customer service experience
- Ability to communicate clearly and concisely orally and in writing.
- Ability to apply basic mathematical concepts.
- Computer literacy is required, including ability to use Microsoft Office suite.
- Ability to travel within the ten-county service area as needed.
- Ability to work in a team environment.
- Ability to lift up to 30 lbs and operate manual pallet jack if necessary.
- Friendly, customer-oriented personality.
- Professional attitude and appearance at all times.
- Fluency in English required. Knowledge of Spanish helpful.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to handle or feel items such as documents. The team member is occasionally required to stand; walk and reach with hands and arms. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all- inclusive. Employees will follow other instructions and perform other related duties as required.

The Foodlink Way

- ✧ Passion and commitment to our mission ✧ Going above and beyond what is required
- ✧ Seeing our roles as more than just a job ✧ Proactively seeking improvements ✧ Having the ability to adapt to change

The Foodlink Way is description of who we really are as demonstrated by what we say we value and what we do to express those values.

Everyone is welcome here! Foodlink is an equal opportunity employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, genetics, veteran or disability status