



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

General Description

The Member Services Coordinator (MSC) specializes in customer service and communication to Foodlink's extensive network of members. The MSC leads in HPNAP grant management with our network of agencies. In addition, he/she maintains proactive outreach to our network in an effort to spur more orders, effective use of grant dollars, and customized shopping opportunities at the Member Marketplace.

Essential Duties and Responsibilities

- Takes a lead role in external communications to member agencies, including weekly communications, agency newsletter, and review of outgoing communications. Acts as a key point person with ECCA software company for PWW.
- Oversees grant management and timely reporting of all Member Services Line of Credit (LOC) grants. Including grant card set up and ensuring on time spend down through proactive communication and member outreach.
- Coordinates monthly Shopper Orientation, and ensures accurate onboarding of new and existing members.
- Manages HPNAP grant "meal stat" requirements, including 100% reporting efforts.
- Leads outreach efforts to attract and retain Member Marketplace customers, including greeting agencies at Marketplace, soliciting new shoppers, and identifying high-need products for our network.
- Works with a collaborative, cross-departmental team to promote/push targeted items, with a focus on produce.
- Assists with data input of program materials and database updates, ensuring accurate, complete information on customers.
- Attends Foodlink community events and meetings, assisting with any associated activities as needed.
- Assists with coordination of Foodlink member events and meetings such as annual meetings, food security meetings and agency advisory council.
- 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.
- Must possess a valid driver's license with a good driving record, have access to a vehicle and be willing to travel within Foodlink's 10 county service area
- Able to carry out oral and written instructions.
- Ability to communicate clearly and concisely orally and in writing.

- Ability to apply basic mathematical concepts.
- Able to solve practical problems and deal with a variety of concrete variables in situations where only limited standardizations exist.
- Ability to travel within the ten-county service area as needed.
- Ability to work in a team environment.
- 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