Our Mission: to provide hunger relief, eliminate the root causes of hunger, improve health, and promote economic development. We do this though the distribution of food to a network of agencies and by empowering individuals through nutritional and agricultural programs.

Revised: **January 2018**
Title: **Member Services Coordinator**
Department: **Programs & Services**
Reports to: **Member Services Manager**
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 receives and processes all orders accurately, answers any agency questions about products/orders, and maintains accurate information on all customers. The MSC works with the Member Services Manager (MSM) and Partnership Development Manager to develop customized shopping experiences and plays a lead role in promoting key products to members.

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 "Shop Thru" and delivery route drivers. Ensures Distribution Center Team has up to date, complete information for assembling orders.

- 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 the scheduling of Shop Thru appointments.

- 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.

- Maintains an up-to-date customer database, entering accurate, complete information on customers and orders processed for each customer.

- 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.

- 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 as needed.

- Lead role in auditing all invoices ensuring all auditing and filing is completed by the end of each week.

- Assists in the facilitation of the BackPack program. Ensuring all orders are processed and invoiced appropriately.

- Manages HPNAP grant "meal stat" requirements, including 100% reporting efforts.

- Assists Member Services Manager with phone calls, mailings, and data entry associated with the proper maintenance of all Member Services grants, including HPNAP LOC, OS, and Seed.

- 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, pantry meetings, agency advisory council and, shopper orientations as requested.

- Works with Member Services team on Fax-to-Food project by making direct calls to individuals referred to us for food insecurity.

- 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.

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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.