



Mission

Our mission is to leverage the power of food to end hunger and build healthier communities.

Vision

We believe that the fight against hunger and the fight against poverty are one and the same. We envision a future in which food is recognized as a human right and every person is able to feed themselves and their families in dignity. Together, we work to create a more nourished, prosperous region.

Values

Our core values define who we are and how we work with our communities. Foodlink & our team members have:

Compassion - treat all with dignity & respect; build kinship with those we serve

Innovation - say yes; avoid complacency risk failure in the pursuit of ending hunger

Collaboration - build a shared vision, create synergies, maximize resources

Agility - respond urgently to the ever-changing needs of our community

Stewardship - maximize the impact of every dollar, donation and asset

Job Title: Member Services Support

SUMMARY

A customer service liaison to support the Foodlink Member Services department and our network of 500+ members.

GENERAL RESPONSIBILITIES

- **Relationship management.** Get to know our diverse network of partners, their work, and their various needs.
- Receive, review, and confirm orders from our network of members
- Liaise between members and Foodlink's internal operations department
- Troubleshoot all issues with orders and deliveries. Prioritize with transparency and urgency.
- Process food product returns and credits, issue invoices and statements, all in a timely fashion
- Database management
- Support the department with additional tasks, as needed.
- Demonstrate commitment to Foodlink's mission and values.

Preferred candidates will have:

- Experience in customer service and a people-first mentality.
- Ability to clearly communicate (speak, read and write proficiently) in English required. Ability to clearly communicate (speak, read and write proficiently) in Spanish a plus. Ability to communicate effectively, clearly, and with cultural competence through verbal, written and electronic methods.

- Ability to occasionally work flexible hours, which may include evenings and/or weekends.
- Experience with Windows-based software, including use of the internet and advanced working understanding of Microsoft Office suite including Outlook, Word, Excel and Teams; Google suite; Email marketing software such as Constant Contact.
- Ability and willingness to learning new software programs, processes, and systems, with appropriate training
- Strong attention to detail and ability to solve practical problems under time constraints.
- Ability to organize, manage, and prioritize multiple tasks and responsibilities in order to complete work in a timely manner and within established deadlines.

We are actively seeking diverse candidates for this position and encourage applications from candidates of color.

SALARY AND BENEFITS

This is a full time, year-round position, paid \$15.50 - \$17.50 per hour based on experience. The schedule will vary across days of the week and flexibility is required, including working on weekends. Foodlink covers 100% of individual health and dental insurance with the ability to acquire family coverage with pretax dollars. In addition to generous paid time off (PTO), we observe 14 paid holidays throughout the year. Opportunity to contribute to a 401k retirement savings plan upon hire. Eligible for generous employer match after 1 year of service.

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 equipment or feel items such as documents. The team member is 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. This position regularly requires the individual to lift objects weighing up to 50lbs.

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.

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