



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: Director of Member Services

Department: Member Services

Reports to: Chief Partnerships Officer

Status: Full-time, Salary, Exempt

Supervises: Member Services Coordinator(s), Member Services Associate(s), Nutrition Resource Manager

SUMMARY

The Director of Member Services (DSM) provides strategic oversight of all aspects of relations with Foodlink member agencies to ensure support and compliance with Feeding America, New York State, and Foodlink operating guidelines, regulations and rules. The DSM strengthens and expands these critical relationships with member agencies, while leading the management and development of the Member Services team.

GENERAL RESPONSIBILITIES

Lead the Member Services Team

- Continuously strengthen the member service team by providing effective communication, management and development of the team. Support, coach and provide training as needed.
- Oversee establishment of annual/bi-annual goals for all team members.
- Empower team members with the knowledge and support they need to effectively troubleshoot and resolve issues/conflicts/concerns with member agencies.
- Model Foodlink's core values in all you do.

Strengthen and Support the Foodlink Member Network

- Provide and ensure excellent customer service to Foodlink's network of member agencies.
- Continuously strengthen relationships with membership network, including taking lead in onboarding new sites and terminating membership with struggling sites, as well as overseeing the marketing of Foodlink's services as appropriate, in consideration of member agency needs.
- Oversee the NYS Department of Health's Hunger Prevention and Nutrition Assistance Program's annual Food, Operations Support, and Seed Grant processes from start to finish.

- Oversee the administration and growth of Foodlink's Member Service Programs, which include but are not limited to: Pop-Up Pantries, school pantries, BackPack, and "Enabled" Agencies.
- Manage all special requests and holiday distributions, working directly with the Distribution Center.
- Facilitate the Agency Advisory Council, a subcommittee of Foodlink's Board of Directors.
- With support from the marketing and development team, oversee the planning, coordination and implementation of Foodlink's Annual Member Agency Conference
- Represent /oversee representation of Foodlink at food provider coalition meetings or other public forums

Collaborate Internally

- Collaborate with all Foodlink departments to improve service delivery and stakeholder experience.
- Work closely with Foodlink's Director of Operations to ensure the fulfillment of all member agency orders
- Work closely with Foodlink's Finance Team on annual budgeting and grant processes
- Develop a deep understanding of Foodlink's internal operations, including Foodlink's inventory software (Primarius)

Ensure Compliance

- Ensure compliance with applicable guidelines and standards of Feeding America, USDA, NYS Agriculture & Markets, and HPNAP, both for Foodlink internally and our network of members.
- Maintain timely on-site member agency visits and documentation to ensure member agency compliance.
- Ensure proper processing and coordination of all HPNAP equipment transfers and disposals
- Oversee staff to ensure proper filing and documentation for grant reporting purposes
- Oversee orientation, technical assistance and training of new members.

Preferred candidates will have:

- Must have a four-year degree and two years' experience in not-for-profits, or equivalent combination of education and experience.
- 5+ years customer service experience
- A minimum of 2-3 years of experience in direct supervision and management of professional staff
- Grant management experience
- General understanding of and experience participating in departmental/organizational budget process
- Excellent communication skills, including public speaking
- Computer proficiency including MS Office products
- Aptitude for connecting with others and fostering positive relationships
- Proficiency in Microsoft Word for Windows, Excel, Outlook and Power Point required
- Experience with distribution and logistics a plus
- Must possess a valid driver's license with a good driving record and be willing to travel within Foodlink's 10 county service area

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 at \$60,000/annually. 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 will vary *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.