



Our Mission

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

Our 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.

Our 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 AmeriCorps VISTA

Reports to: Director of Member Services

Start date: October 2021

Term of service: One year

Status: Full-time, Bi-weekly stipend, Sponsored by Hunger-Free America through the AmeriCorps VISTA service program (More details below)

SUMMARY

The Member Services AmeriCorps VISTA will support capacity building and synergy within the Member Services department, which newly encompasses both Food Bank membership and Community Kitchen partnership. The person in this role will help to facilitate the development of new resources, procedures, and strategies within the department to improve workload efficiency, internal and external communication, strengthen relationships with Members/Partners, and improve our overall service to and positive impact on food insecure persons in Foodlink's 10-county service area. The role requires skills in customer service, community relations, partnership building, and program management.

GENERAL RESPONSIBILITIES

Support the development of more efficient and impactful internal Member Services materials, processes, and strategies

- Research and pilot usage of new project management software to improve site monitoring process overall, including, but not limited to, planning, scheduling, data collection and utilization of that information
- Revise and streamline existing food bank member site monitoring forms

- Develop new site monitoring form for Pop-up Pantries
- Revise and/or create new materials and SOP's for the reopening of Foodlink's Member Marketplace
- Support Member Services in the development and strategic implementation of a holistic customer service philosophy

Support the improvement or creation of critical Member Services external communications and member resources

- Work with select food bank members to pilot and evaluate new features available in the online shopping portal: Client Tracking and Inventory Tracking
- Create series of new Basic Food Safety training videos for food bank members and community kitchen partners
- Create training and program implementation materials for new Pop-up Pantries
- Support the development of a revamped food bank member shopper orientation
- In coordination with Development & Marketing, assist in the development, physical organization, and implementation of materials for a large, in-person member conference in Spring '22
- Support the development and/or revision of Client Choice pantry materials
- Support the creation, implementation, and evaluation of a Backpack program member survey

Support the entire Member Services department in leveraging existing resources to better serve our members and partners

- Support the execution of site monitoring visits
- Assist in the coordination and facilitation of Member Marketplace shopping experiences
- Support team work to expand school pantry programs
- Provide support for Summer Meals Program implementation and Child & Adult Care Food Program school year preparation
- Provide support and consultation for capacity building initiatives across Member Services, as needs are identified

QUALITIES

Ideal candidates will emulate the following qualities:

- **Agile.** The ideal candidate will be able to adapt to evolving needs and priorities. Ability to juggle and prioritize a variety of needs across the department.
- **Collaborative.** Creates meaningful relationships with colleagues, partners, supporters and community members. Collaborates and connects the dots across departments.
- **Compassionate.** Treats others with dignity and respect.
- **Solutions-oriented.** Ability to take initiative and solve problems in a fast-paced, evolving environment. Can pivot between strategies and manage competing priorities.
- **Mission-driven.** Reflects on the mission often, using it as the north-star for decision making. Proactively seeks information as it pertains to hunger relief and/or how Foodlink operates.
- **Customer service.** Has a people-first mentality when serving a wide variety of customers, from community partners to direct service customers to vendors.

Preferred Education & Experience: Experience working in diverse community settings is preferred. Relevant associate's or bachelor's degree is preferred, though an equivalent combination of education and experience will also be considered. A valid driver's license is preferred.

APPLICATION

Interested candidates should submit a cover letter and resume to HR@foodlinkny.org

Important considerations: This is a one-year, full-time position sponsored by Hunger-Free America through the AmeriCorps VISTA service program. Accepting this position means that you will be paid a bi-weekly AmeriCorps VISTA stipend, and receive benefits, including an end of the year Service Award for future education, through Hunger-Free America. A brief overview of the AmeriCorps VISTA benefits package can be found here:

<https://americorps.gov/members-volunteers/your-benefits>.

Note: Once you are offered a position by Foodlink, you will still need to complete application paperwork through Hunger-Free America. All hiring decisions are solely made by Foodlink.

We are actively seeing a diverse pool of candidates for this position and strongly encourage applications from candidates of color.

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.