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### 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

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## Job Title: Member Services Coordinator

**Department:** Member Services

**Reports to:** Director of Member Services

**Status:** Full-time, Hourly, Non- Exempt

### SUMMARY

The Member Services Coordinator (MSC) is responsible for reviewing and processing all orders fulfilled by Foodlink's Distribution Center. The MSC ensures members receive their orders as expected, by assisting members in placing their orders, liaising with Operations team members to ensure proper fulfillment of orders, proactively contacting members about potential order or delivery problems, and promptly addressing members' order and delivery questions and concerns. The MSC is a key point of contact for our network of 500+ members, working closely with the rest of the Member Services team to provide technical assistance, exemplary customer service, and quick resolution of issues.

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### KEY RESPONSIBILITIES

- **Lead the accurate and timely processing and fulfillment of orders via food bank software program, ensuring proper prioritization under changing circumstances and tight deadlines.** This includes but is not limited to creating and revising orders, assisting members with placing their orders, reviewing orders, confirming orders, preparing driver order delivery paperwork, contacting members about their deliveries, addressing delivery questions and concerns, and processing returns and credits.

- **Maintain active, effective communication with Foodlink’s internal departments**, particularly Operations (warehouse and fleet), to ensure proper, timely fulfillment of orders and promptly address questions and concerns about orders. This includes but is not limited to triaging severity of delivery problems with Operations staff, proactively contacting members about potential problems and promptly updating them with new information, trouble-shooting alternatives for meeting members’ order or delivery needs, and rescheduling deliveries.
- **Provide excellent customer service and relationship management.** Through email, phone, and in-person communication, get to know our diverse network of partners, their work, and their various needs. Use this knowledge to better meet the needs of our members and maintain or improve upon their relationship with Foodlink.
- **Manage member database** by updating addresses, contacts, site hours, creating members’ account logins, and more, based on evolving needs of the department and our members.
- **Work closely as a team with Member Services staff** to achieve overall goals of the department and meet the needs of members. This will include departmental projects and tasks not specified in this job description, for example maintaining member email distribution list, assisting members with entering their service statistics, developing departmental SOPs and member training materials, and more.

## COMPETENCIES

To perform this job successfully, an individual should demonstrate the following competencies:

- **Problem Solver:** Identifies and resolves problems in a timely manner and develops alternate solutions
- **Agile:** Adapts to evolving needs and priorities. Can pivot between strategies and manage competing priorities
- **Collaborative:** Creates meaningful relationships with colleagues, partners, supporters, and community members
- **Compassionate:** Treats others with dignity and respect
- **Solutions-oriented:** Takes initiative and solves problems in a fast-paced, evolving environment
- **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-focused:** Has a people-first mentality when serving a wide variety of customers, from community partners to direct service customers to vendors and volunteers

## QUALIFICATIONS

- Associate degree and two years of customer service experience or equivalent combination of education and experience is required.
- Any experience with data entry is a plus.
- Ability to communicate clearly, effectively, and with cultural competence (speak, read, and write proficiently) in English is required, including in-person, over the phone, and by email.
- Ability to clearly communicate (speak, read, and write proficiently) in Spanish is a plus.
- Advanced computer proficiency, including usage of a Microsoft operating system, the internet, and Microsoft Office365 suite (Outlook, Word, Excel, Teams, Sharepoint, OneDrive) and Google platform (Drive, Forms, Sheets)
- Ability and willingness to learn and navigate various software programs, processes, and systems
- Experience with email marketing platforms, such as ConstantContact, is a plus.
- Exceptional organizational skills, a strong attention to detail, and the ability to solve practical problems under time constraints and within established deadlines
- Valid NYS driver’s license and ability to travel within the 10-county service area as needed
- COVID-19 Considerations: COVID-19 vaccinations are a condition of employment at Foodlink.

Accommodations *may* be made for individuals with an approved exemption.

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

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### **SALARY AND BENEFITS**

This is a full time, year-round position starting at \$17.50/hr. The schedule is typically 8:30am – 5:00pm Monday – Friday but may 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.

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### **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.

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*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.*