



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 Associate

Reports to: Member Services Manager

Job Status: Full-time, Hourly, Non-exempt

Job Level: #5 - Admin

SUMMARY

Foodlink is the regional food bank, serving more than 20 million pounds of food annually to a network of hundreds of emergency food providers across a ten-county service area. The Member Services Associate (MSA) is a customer service professional who will be in daily contact with this network, with a particular focus on: Member Marketplace customers, order contents, delivery or pickup times, and special requests. The MSA will serve as the main customer service point for Foodlink's Member Marketplace. Additionally, the MSA will perform other administrative duties including answering phones, filing, copying, collating and distributing instructional materials and may assist with special projects as they arise.

KEY RESPONSIBILITIES

- **Strengthen communications to our network of members, with a particular focus on filling dispatcher duties.** Work closely with the Distribution Center Logistics Manager to receive drivers' logs, and contact each site about their incoming delivery, delays to deliveries, and help to provide solutions to any delivery or order issues. This requires consistent communication with the Distribution Center team and the building of strong

relationships with Foodlink drivers and our network of partners.

- **Lead customer service in Foodlink's Member Marketplace.** This includes checking in customers who come for their appointments, assisting customers.
- **Assist with data entry and report generation.** This includes working with the Member Services Manager to aid in the creation of spreadsheets related to inter- and intra-departmental needs.
- **Support the accurate and timely processing and fulfillment of orders, 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.
- **Provide excellent customer service and relationship management.** The MSA will work with Manager of Member Services to provide daily outreach to specific sites about specific opportunities or issues MSA may also assist in monitoring/site visits as needed.
- **Manage member database** including all paper and electronic membership files, customer databases and signed invoices. Ensure all records are audit ready at any point in time.
- **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 special projects and tasks not specified in this job description, for example developing departmental SOPs and member training materials, and more.
- **Other duties as assigned.**
- **Expectations for all staff regardless of position:** 8 hours (paid) staffing of a Foodlink fundraiser/special event annually, 8 hours (paid) directly supporting a Foodlink member agency annually, and direct support of food and supply distribution during crises/emergencies

COMPETENCIES

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

- **Customer service.** Has a people-first mentality when serving a wide variety of customers, from community partners to direct service customers to vendors and volunteers
- **Agile.** The ideal candidate will be able to adapt to evolving needs and priorities. With support from their supervisor, they will pivot between strategies and manage competing priorities
- **Collaborative.** Engages with colleagues and external contacts on a routine basis. Creates meaningful relationships with colleagues, partners, supporters and community members.
- **Compassionate.** Treats others with dignity and respect.
- **Solutions-oriented.** Ability to take initiative by communicating problems and work together with colleagues to solve them.
- **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.

QUALIFICATIONS

- High School diploma or an equivalent combination of education and experience
- 2+ years customer service experience
- Any experience with data entry is a plus.
- Retail and cashier experience a plus.
- Ability to communicate clearly, effectively, and with cultural competence (speak, read, and write proficiently) in English is required (and Spanish- preferred), including in-person, over the phone, and by email.
- Proficiency in MS Office (MS Excel and MS PowerPoint, in particular)
- Ability and willingness to learn and navigate various software programs, processes, and systems
- Experience with email marketing platforms, such as Constant Contact, 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

We are actively seeking a diverse pool of candidates for this role.

SALARY AND BENEFITS

This is a full time, year-round position, paid on an hourly basis starting at \$17.30/hr. 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 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.