



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: Community Engagement Associate

Reports to: Community Engagement Senior Manager

Status: Hourly, Full-time, Non-Exempt

Job Level: #5 - Admin

SUMMARY

The Community Engagement Associate will provide direct administrative support to community engagement and outreach strategies across Foodlink Community Health Programs. The Community Engagement Associate will provide direct support to the Curbside Market Ambassador program, ensuring that Ambassadors have the resources and support needed to successfully engage their communities in ongoing outreach strategies. They may also support other staff that work on the Curbside Market Ambassador program to improve community engagement and ownership through the ongoing participatory programming implementation. The Community Engagement Associate will support Curbside Market site outreach and communications by sending out monthly newsletters, providing scheduling support, and appropriately communicating cancellations. An ideal candidate will have strong communication and organizational skills, the ability to collaborate well internally and externally and understand the importance of elevating community voices and needs.

KEY RESPONSIBILITIES

Provide direct administrative support to Curbside Market Ambassador program (30%)

- Provide direct support to team of Curbside Market Ambassadors, ensuring that Ambassadors have the resources and support that they want and need to work in their communities
- Support Community Health Programs staff involved in leading Gamechangers community-led initiatives by scheduling meetings, ordering food and necessary supplies needed for meetings
- Support Community Engagement team on initiatives to grow the Curbside Market Ambassador program during team meetings and planning sessions

Support Curbside Market + WIC program development (20%)

- Support Curbside Market + WIC Ambassadors in outreach efforts to reach more young families through phone calls, emails and out in the community.
- Provide support and resources for Curbside Market + WIC Ambassadors for the implementation of Cooking Together with WIC classes in their communities.

Oversee customer service and communications efforts implementation for Curbside Market. (20%)

- Update and disseminate monthly Curbside Market newsletter template for community partners, Ambassadors and customers
- Communicate scheduling changes and cancellations to community partners, sites and Ambassadors
- Support Community Engagement Senior Manager in Curbside Market survey outreach to continuously improve Curbside Market customer service

Provide administrative support for Community Health Programs (20%)

- Track, order and procure supplies and resources for Curbside Market Ambassador program
- Work with Community Engagement Senior Manager to track and evaluate new site and special event requests
- Support Curbside Market coupon creation and invoicing
- Support the Community Engagement team with developing materials (schedules, site flyers. Order sheets) for Curbside Market and Ambassador Programs and getting materials to Ambassadors and community partners

Provide increased capacity across Community Health Programs team (10%)

- Serve as a back-up for Curbside Market operations on the trucks as needed.
- Support other organizational priorities, as determined by the Director of Community Health Programs, given the flexibility required of all staff in a fast-paced, growing organization.

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
- Direct support of food and supply distribution during crises/emergencies

QUALITIES

- **Customer service.** Has a people-first mentality when serving a wide variety of customers, from community partners to direct service customers to vendors.
- **Agile.** The ideal candidate will be able to adapt to evolving needs and priorities. With support from their supervisor, they will be able to prioritize a variety of needs across Community Health Programs and the people that use our services.
- **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. Advocates for Curbside Market Ambassadors and other community stakeholders in department meetings.
- **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.

Preferred candidates will also have:

- Highschool diploma or equivalent combination of education and experience.
- Experience in community engagement and outreach. Familiarity with the community in which the work will take place is preferred
- Ability to clearly communicate (speak, read and write proficiently) in English. Ability to clearly communicate (speak, read and write proficiently) in Spanish is a plus.
- Ability to meet travel requirements associated with this position.
- Ability to work flexible hours which may include evenings and/or weekends.
- Ability to transport/move supplies and equipment, climb stairs with or without reasonable accommodation.
- Ability and willingness to work with diverse audiences and maintain cultural sensitivity.
- Experience with windows-based software including use of the internet and Microsoft Office Suite including Outlook, Word, Excel and Teams; Google Suite, and Canva.
- Ability to communicate effectively, clearly, and with cultural competence through verbal, written and electronic methods.
- Ability to organize, manage, and prioritize multiple tasks, deadlines, requirements, and priorities to complete work in a timely manner and within established deadlines.
- Must possess a valid driver's license with a good driving record, have access to a vehicle and be willing to travel within Foodlink's 10 county service area

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

SALARY AND BENEFITS

This is a full time, year-round position, paid on an hourly basis starting at \$17.31/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.