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### 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

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## Job Title: Member Services Administrative Support

**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 Administrative Support (MSA) is a key team member in providing exemplary support to our membership network.

Candidates should be able to assist internal and external customers by performing administrative duties and providing polite and professional assistance via phone, e-mail, and in person. Attention to detail, ability to multi-task, and problem solve are critical to success. The MSA must be comfortable with computers, general office tasks, and excel at both verbal and written communication.

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### KEY RESPONSIBILITIES

- **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.
- **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.

- **Support accurate implementation of annual grant cycles.** Including tracking application submissions and processing of expenditure documents.
- **Contribute to the development of member communication content** including newsletters, special opportunities, and emergent notifications.
- **Support the reopening of Foodlink's Member Marketplace.** This may include helping to schedule appointments, order processing, stocking, and customer support.
- **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.
- **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' experience in administrative roles.
- Any experience with data entry is a plus.
- Customer service 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.**

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## 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.*