



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

Job Title: Director of Member Services

Department: Member Services

Reports to: Chief Strategy & Partnerships Officer

Status: Full-time, Salary, Exempt

Level: #9, Director

SUMMARY

Foodlink is seeking a strong, mission-driven leader to provide strategic oversight and coordination of services to Foodlink's membership network. Our food bank distributes more than 20 million pounds of food annually to a network of more than 400 emergency food providers and meal programs throughout ten counties. The Director of Member Services (DSM) leads the team responsible for providing exemplary customer service to these community-based organizations, with a focus on capacity building and ensuring compliance for the entirety of this network. The DSM will build new community partnerships, strengthen the existing network, and ensure that we are effectively servicing the communities in our service area. In order to do this work well, the DSM must be an effective relationship-builder, both with external partners and with Foodlink colleagues across various internal departments.

GENERAL RESPONSIBILITIES

- Lead a team that provides quality customer service for Foodlink's network of member agencies, ensuring that all staff members can troubleshoot issues and resolve problems.
- Ensure that Foodlink and its membership network are always in compliance with all relevant regulatory bodies, including Feeding America, USDA and New York State.
- Facilitate a strategic grants management process to provide sufficient resources to all regions in our network.
- Conduct continuous member engagement to understand the evolving needs of our network; facilitate an effective Agency Advisory Council to help lead this work.
- Use data and Feeding America best practices to define goals and create KPIs for all Member Services programs, including: Pop Up Pantries, school-based programs like SPANs and Backpack, Member Marketplace and "Enabled" agencies.
- Audit all Member Services processes and protocols in order to center the stakeholder experience and maintain an efficient, effective network.

- Work collaboratively and cross-departmentally with peers throughout Foodlink. Specifically, work with Director of Operations to lead cross-departmental meetings that foster a culture of collaboration and problem solving.

Preferred candidates will have:

- Strong leadership skills
- Excellent communication skills, including public speaking
- Must have a Bachelor's degree and 7-10 years experience in the not-for-profit/human services sector or equivalent combination of education and experience.
- A minimum of 5 years of experience in management of professional staff
- Grant management experience
- General understanding of and experience participating in departmental/organizational budget process
- Familiarity with the Greater Rochester and Finger Lakes region
- Computer proficiency with MS Office and an ability to adapt to new programs, like Foodlink's inventory software.
- Valid driver's license with good driving record and willingness to travel within Foodlink's 10 county service area

Foodlink aims to foster a workforce that is as diverse as our community. We are committed to an inclusive, equitable hiring process and we are actively seeking candidates who are from diverse backgrounds.

SALARY AND BENEFITS

This is a full time, year-round position; starting pay is \$73,500/annually. 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 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 will vary *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.