



## **Food Pantry Coordinator: Customer Service & Front End**

**Summary:** The Food Pantry Coordinator- Customer Service & Front End oversees the shopper experience at the Food Pantry, including but not limited to onsite, curbside and delivery intake, statistics and reporting, supervising the volunteer shoppers. The Coordinator also provides additional referrals and supports shoppers to access other needed resources.

**Hours/Classification:** This is a full-time (40 hours), non-exempt (hourly) position. Schedule is generally M-F plus 1 Saturday morning/month. (Evening/weekend hours will likely increase with staffing rotation to cover future Food Pantry schedule expansion.) Occasional additional evening/weekend hours for special events.

**Direct Report:** The Food Pantry Coordinator reports to the Food Pantry Manager.

### **Job Qualifications:**

- Excellent organizational and communication skills and attention to detail.
- Experience and competence working with diverse communities.
- Very strong preference for multi-lingual candidates, particularly verbal proficiency in Spanish, Mandarin or Portuguese in addition to fluent verbal and written English.
- Exceptional interpersonal skills, customer service, compassionate boundary setting, and strength-based approach to working with participants and colleagues.
- Minimum two years experience in human services, food access, or other social service programs.
- Experience with local services and referral options for participants strongly preferred.
- Strong computer skills including proficiency in Microsoft Office, Sharepoint, Google Applications, and ability to enter data and run reports in database.
- Ability to multi-task and meet deadlines in a fast-paced environment.
- Valid driver's license and ability to be insured under agency automobile policy.
- Strong appreciation for organization's mission, values and approach, with a strong commitment to working with and supporting all members of the Amherst Survival Center community and ensuring the fair and equitable distribution of goods.
- ServSafe Food Handler Certification required or must be obtained within 60 days of hire.
- Strong preference for candidates who bring additional skills, capacity, and perspective that strengthen our ability to meet our mission such as: language proficiency in addition to English; lived experience with food insecurity; racial, cultural, and ethnic diversity; community engagement; experience working on food justice issues; experience working within organizations on diversity, equity, and inclusion; collaborative leadership, and/or other relevant skills.

### **Essential Duties and Responsibilities**

#### ***Working with Participants:***

- Ensure a clean, friendly, welcoming, and positive shopping experience for shoppers.
- Conduct onsite, phone, and web registration with new shoppers, and conduct intake at time of shop.
- Verify accuracy of information, ensure documentation of all household members to maximize food distribution, and support participants to complete registration process.
- Respond to pantry related inquiries by phone and email.
- Provide exceptional customer service. Consistently employ respectful, trauma-informed, and compassionate communication with shoppers. Navigate challenging situations and deescalate conflicts. Uphold Center's Code of Conduct.



- Provide accurate information and referral to participants as needed to access additional community resources. Support participants' successful navigation of Center services.
- Actively promote equity and inclusion for members of historically marginalized groups including BIPOC, LGBTQIA populations and people living with mental health challenges and disabilities.
- Support participants' successful navigation of Center services and provide information and referrals to other food access and related resources.

***General Pantry Operations:***

- Coordinate delivery orders and calls to participants.
- Coordination of orders, fulfillment, and execution of curbside pick-ups.
- Oversee onsite shopping, including supervision of volunteer shoppers.
- Keep pantry clean, stocked, and well-organized.
- Assist with other Pantry roles as assigned, including stocking, inventory, and delivery as needed.
- Will be cross trained to support/fill in for other Center roles as required.

***Record Keeping, Statistics, and Reporting:***

- Ensure accuracy of intake and service records, tracking and collating required statistics.
- Prepare weekly, monthly, and quarterly reports for internal and funder use as required.

***Additional responsibilities:***

- Participate actively in full staff meetings, team meetings, and individual supervision meetings.
- Complete administrative duties as assigned.
- Demonstrate professionalism at all times, both verbally and in writing when representing the Amherst Survival Center, including appreciating and supporting those you work with, showing respect to all ASC participants, demonstrating professional conduct, acting with honesty and fairness in all of your dealings with others, proactively addressing conflict in the Center as it arises.
- Approach your work with an attitude of continuous improvement. This involves continually examining processes to discover and eliminate problems in order to improve participant satisfaction and to enhance program effectiveness.
- Play an active role as part of the Amherst Survival Center team to develop organizational structures and policies, and ensure all program areas fulfill the Center's mission, including playing an active role in the Center's diversity, equity and inclusion efforts. Participate in intentional learning opportunities, including a focus on understanding and dismantling institutional racism and building cultural competency.
- Represent the Amherst Survival Center with community stakeholders as assigned.
- Other reasonable duties as assigned by Food Pantry Manager, Program Director, Executive Director or designee.

**Working Conditions:** Position primarily works indoors, with some outdoor exposure to load/unload food, or other related activities. Must be able to lift up to 50+ pounds. Frequent typing, writing, talking on phone, and talking in person. Frequent sitting, walking, standing, use of stairs, lifting and carrying. The Center is a fast-paced environment which can be crowded and noisy.