



Service Coordinator

Summary: The Service Coordinator serves as the welcoming face of the Amherst Survival Center, supporting all community members to access the resources we have to offer and connecting people to community resources available through other avenues. The Coordinator supervises a team of volunteers and oversees the fresh food distribution program and outside distribution of lunch.

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 schedule expansion.) Occasional additional evening/weekend hours for special events.

Direct Report: The Service Coordinator reports to the Program Director.

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 databases.
- 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 experience for community members coming to the Center.
- Provide exceptional customer service. Explain services and guidelines. Consistently employ respectful, trauma-informed, and compassionate communication with shoppers. Navigate challenging situations and deescalate conflicts. Uphold Center's Code of Conduct.
- Monitor people arriving, leaving, and waiting in line to ensure consistent compliance with all COVID-related safety protocol.
- Assist with registration of new Food Pantry shoppers, expediting registration process while they wait.



- 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 people and people living with mental health challenges and disabilities.

Outside Food Distribution:

- Coordinate outside food distribution including overseeing volunteers, daily set up and breakdown.
- Ensure a clean, friendly, and welcoming experience for all community members receiving lunch and fresh food distribution.
- Keep outdoor distribution area, waiting areas, and general grounds clean, well-organized, and appropriately stocked.
- Ensure accuracy of reception and lunch statistics, tracking and collating required statistics.
- Prepare weekly, monthly, and quarterly reports for internal and funder use as required.

General Center Operations and Service Coordination:

- Coordinate outside service providers coming to the Center.
- Coordinate information sharing for community members, including making signs, reminder calls, etc.
- Greet and welcome new volunteers, directing them to appropriate work areas.
- Support daily set up in all program areas as needed.
- Assist with food deliveries and Center outreach as needed.
- Will be cross trained to support/fill in for other Center roles 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 Program Director, Executive Director or designee.

Working Conditions: Position primarily works outdoors, with some indoor/office work. Must be able to lift 30 pounds frequently and 50+ pounds occasionally. 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.