



## **Food Pantry Coordinator: Delivery & Administration**

**Summary:** The Food Pantry Coordinator: Delivery & Administration oversees the grocery delivery program and administrative operations of the Food Pantry; including but not limited to coordinated site deliveries, household delivery routes, data and reporting. The Food Pantry Coordinator supervises interns/volunteers as assigned.

**Hours/Classification:** This is a full-time, 40 hours/week non-exempt position.

**Schedule:** The schedule is generally M-F (8-4 or 8:30-4:30) with some evening and weekend hours required, as part of staffing rotation to cover Thursday evening and monthly Saturday hours. (Evening/weekend hours will likely increase with staffing rotation to cover future Food Pantry schedule expansion.) Some flexibility and occasional additional evening/weekend hours for special events.

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

### **Job Qualifications:**

- Minimum two years experience in program coordination in a logistics heavy environment. Food pantry operations, scheduling, shipping and receiving, or similar experience preferred.
- Minimum two years experience (additional preferred) in human service, food access, or other social service programs, demonstrated excellence providing trauma-informed and culturally competent service to diverse communities, boundary setting, strength-based approach, knowledge of best practices, and program collaboration. Experience with local services and referral options for participants preferred.
- Prior experience with project management, including multi-partner projects and logistics coordination.
- Excellent organizational skills, attention to detail and deadlines. Demonstrated accuracy with data entry, communications, and managing detailed information in a fast-paced environment.
- Strong computer skills including proficiency in Microsoft Office (including excel), Google Applications, and ability to enter data and run reports in database.
- Strong verbal and written communication skills and experience providing exceptional customer service.
- Strong interpersonal skills, ability to work well on a team of colleagues with diverse skill sets and experiences. Demonstrated ability to work with volunteers with a range of experience, skill levels and abilities, creating meaningful volunteer opportunities and achieving program goals.
- Valid driver's license and ability to be insured under agency automobile policy.
- ServSafe Food Handler Certification required or must be obtained within 60 days of hire.
- 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.
- 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:**

#### ***Delivery Program:***

- Manage Pantry's food delivery program including coordinated site deliveries, partner deliveries, and doorstep delivery routes.

- Handle all delivery registration, welcome communication, pick up authorizations, preferences, and order changes. Complete pre-delivery reminder calls and texts.
- Manage all delivery partner collaborations, including ongoing communication, troubleshooting, and recognition.
- Oversee delivery builds and deliveries. Supervise volunteers. Manage delivery staffing schedule, with support from Volunteer Coordinator.
- Record and enter all relevant intake and delivery statistics.
- Ensure that delivery program operates effectively, accomplishes identified goals, and provides exceptional service to pantry shoppers.

**Administration:**

- Prepare scheduled data reports, related to all pantry services, for internal and external use.
- Oversee food pantry database, including ongoing monitoring for consistency and accuracy.

**Working with Participants & Volunteers:**

- Provide support to the volunteer and shoppers in the onsite pantry, as part of Pantry Team.
- Ensure a friendly and welcoming shopping experience for shoppers, uphold Center's Code of Conduct, navigate challenges, deescalate conflicts, and work to ensure outstanding customer service.
- Ensure an effective and positive intake process, including registering shoppers.
- Demonstrate commitment to supporting equity and inclusion for members of historically marginalized groups including BIPOC, LGBTQIA populations and people living with disabilities and/or mental health challenges.
- Support participants' successful navigation of Center services and provide information and referrals to other food access and related resources.

**Other:**

- 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:** Must be able to lift 50+ pounds. Frequent walking, standing, use of stairs, lifting and carrying. The Center is a fast-paced environment which can be crowded and noisy. Position primarily works indoors, with frequent outdoor exposure to load/unload food, oversee coordinated delivery sites, drive to and from delivery sites, or other related activities. Position includes extensive work on computer and phone, including typing, data entry, paperwork, and talking on the phone.