



Food Programs / Members Relations Associate

New York Common Pantry is one of the city's largest food pantries, providing food assistance, case management services, senior food provision, nutrition education and hygiene services. We are a dynamic, mission driven organization, experiencing rapid growth and expansion at this time. The New York Common Pantry (NYCP) mission is to reduce hunger and promote dignity, health and self-sufficiency. We are a poverty fighting organization that uses a holistic approach to serve over 60,000 distinct people through over 500,000 visits each year. Last year, we served almost 8 million meals. Through an array of programs that we offer we look to establish long-term stability for those we serve.

The Food Programs/Member Relations Associate is a customer service, public facing position that is responsible for guest relations and customer service at the pantry. He or she ensures that the Choice Pantry operations run smoothly, during guest check-in and distribution. He or she manages the guests waiting room by addressing member ordering issues and by providing information and direction to guests as needed. He or she also provides training and orientation to volunteers about order taking and preparing food online orders.

The Food Programs/Member Relations Associate ensures that meals data and membership data are captured correctly and reconciled on a daily basis. He or she also assists with data entry, preparing invoices, and preparing reports for Food Programs. The Food Programs/Member Relations Associate takes the lead with member engagement and outreach on the Food Programs team. He or she ensures that member pick-up and distribution protocols are implemented and followed for on-site and online orders while fostering a welcoming and accommodating atmosphere for guests. This is a full-time, non-exempt position, Tuesday to Saturday schedule.

Duties Include:

- Facilitate Choice Pantry ordering operations.
- Ensure member pick-up and distribution protocols are implemented and followed for on-site and online orders while fostering a welcoming and accommodating atmosphere for guests.

- Ensure that electronic devices used for order taking (tablets, computers etc) are charged up on a daily basis and ready for use the following day; set-up check-in station and tablets for order taking on a daily basis; and secure devices properly at the end of each pantry day.
- Provide training, guidance and support for volunteers working with the electronic ordering system.
- Train volunteers on assembly of pantry package and ensure that online orders are properly stored on shelves for the pick-up.
- Ensure that pantry members are checked in properly and that they are called to place their orders in the order in which they arrive.
- Manage the waiting room by addressing member ordering issues and by providing information and direction to guests.
- Ensure that the large multi-purpose room is always ready for Pantry program provision, including working with volunteers to ensure the room is set up for pantry distribution.
- Monitor flow of operations between the waiting room and the pantry to ensure operations runs smoothly during distribution.
- Navigate database to access pantry member information when necessary.
- Update database at the end of the pantry operations to reflect number of families served. This includes deleting entries that were accidentally scanned twice and manually entering families that have closed cases.
- Assists with data entry, preparing invoices, running reports in agency databases and prepare required reports for the programs as assigned.
- Take the lead with member engagement and outreach on the Food Programs team by creating basic outreach materials - print and electronic and by sending promotional text messaging or emails.
- Conduct regular demos and information sessions to members about placing online orders, events and services at the pantry and soup kitchen.
- Provide coverage on the pantry floor as needed and prepare and adjust online menu as needed.
- All other food programs related duties as assigned by Food Programs Manager and Director.

Job Requirements:

- High school diploma or the equivalent is required.
- Bilingual required. (English/Spanish)
- Excellent interpersonal skills.
- Must be extremely organized and have the ability to multi-task.
- Flexibility to work weekend shifts.
- Strong verbal and written communication skills.
- Strong technical skills, including fluency in Microsoft Excel, and Word.
- Ability to learn basic knowledge of all products carried in department.
- Strong attention to detail.
- Ability to deliver information in a clear and respectable manner to fellow Team Members, program participants, and vendors.
- Ability to meet customer service expectations and standards in all interactions with participants, and volunteers.
- Strong work ethic and ability to work in a fast-paced environment with a sense of urgency.