NOW HIRING

Job title: Pantry Coordinator

Classification: Non-Exempt

Reports to: Program Director

Salary range: $33,000 to $36,000 based on experience

Benefits: Individual health plan subsidized at 70% by the Center. Dental benefits and 401k matching benefits are also available. Holidays and paid time off.

Location: Northampton Survival Center, 265 Prospect Street, Northampton, Massachusetts

Summary: The Pantry Coordinator is responsible for greeting and directing clients through the pantry experience while providing a welcoming and calm atmosphere. They advance the mission and the spirit of the organization by greeting clients and facilitating client intake, giving particular attention to clients who need extra care and support.

TO APPLY:

Applications are accepted online only and on a rolling basis until November 13, 2020, or until the position is filled. To apply, please email resume and letter of interest to Heidi Nortonsmith at heidi@northamptonsurvival.org.

ESSENTIAL FUNCTIONS

Client Care:

- Greet and direct clients
- Facilitate client intake and update client database
- Implement rules of the pantry equitably
- Give particular attention to clients who need extra care and support
- Provide resources and referrals
- Facilitate the arranging of cabs and vouchers
- Manage and support food delivery programs
Pantry Atmosphere:

- Welcome donors, volunteers, and other visitors
- Maintain calm presence and redirect disruptive behavior
- Call upon staff team for support and assistance to maintain calm and order

Staff Team:

- Use computer platforms to communicate about pantry/warehouse information
- Communicate concerns/feedback about volunteers, clients, pantry procedures, and warehouse issues
- Participate in team attending to implementation of the mission
- Support team by pitching in as needed
- Attentive to both volunteer and client experiences for possible improvements
- Consider experimenting with alternative ways of doing our work
- Brainstorm with staff about improvements to pantry and volunteer system
- Attend weekly staff meetings

Support Grant Programs:

- Facilitate client related programs
- Maintain necessary data
- Report as needed

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

The Center is a fast-paced office environment. The organization thrives with a dedicated, collaborative, and collegial staff who pitch in when needed to fulfill the mission of improving the quality of life for low-income individuals and families throughout Hampshire County.

The position primarily works indoors in a fairly climate-controlled environment. Must be able to lift 30 pounds occasionally. Frequent computer work, typing, talking on the phone and in person, walking, standing, sitting, and carrying required.

EXPECTED HOURS OF WORK

- 35 hours a week
- NSC staffing hours have changed with COVID and they may change again. Currently, the schedule is Monday 11am-6pm, Tuesday-Friday, 9am-4pm. There is a potential to shift an additional day to include weekday evening hours.
- Work is performed at the Center, no remote work.
TRAVEL

- Some occasional local travel for supplies and events.

QUALIFICATIONS

- At least two years of continuous work in office administration or program work.
- High School diploma or GED required. Bachelor’s degree preferred.
- Fluency in MS Office including Word and Excel.
- Excellent interpersonal skills.
- Excellent organization and time management skills.
- Sensitivity to the needs of persons in crisis.
- Experience working in multicultural settings or familiarity with implementing Diversity, Equity, and Inclusion policies and practices.

PREFERRED SKILLS

- Experience using relational databases
- Bilingual in English and Spanish or Arabic

ADDITIONAL ELIGIBILITY REQUIREMENTS

- Must successfully pass a background check
- Must have reliable transportation

OTHER DUTIES

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change or new ones may be assigned at any time with or without notice.

COVID CONSIDERATIONS

Organization follows CDC and State guidelines regarding COVID-19

The Northampton Survival Center is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, disability status, or any other characteristic protected by federal, state, or local laws.