

## SM JOSETTE FOOD PANTRY (SJFP) JOB DESCRIPTION

**TITLE: Client Services Manager**

**DEPARTMENT: Food Pantry**

**REPORTS TO: Director of the Food Pantry**

**SUPERVISES: Volunteers**

**UPDATED: November 10, 2021**

**Mission Statement:** “The mission of the SJFP is to act as an agent of change offering a visible sign of God’s unconditional love to its clients through compassionate service. The SJFP stands in solidarity with the poor reverencing and promoting their dignity by actively seeking ways to meet their basic needs primarily for food, but also by providing other services whenever possible through seeking out donations and fundraising.”

**SM Josette Food Pantry Core Values:** “Respect for Human Dignity, Compassion, Transformation, Solidarity with the Poor, and Justice & Peace.”

### **POSITION SUMMARY:**

Under the supervision of the Director of the Food Pantry, the Client Services Manager serves as the primary contact for Food Pantry clients, assists in the daily operations of emergency food service, coordinates volunteers, completes monthly reporting and donor recognition, and orders and purchases for pantry needs. The Client Services Manager supports pantry clients by facilitating referrals and connections to resources to help meet their immediate needs.

This is a part time 20 hour per week position.

### **ESSENTIAL CLIENT SERVICES MANAGER RESPONSIBILITIES:**

- Support the philosophy and objectives of Hopebound Ministries Inc., and the Felician Sisters
- Assist with the everyday operation of the Food Pantry
- Connect with pantry clients, assist with appropriate referrals to community resources
- Observe all rules and regulations of SJFP, local, state, or national regulatory agencies pertaining to food distribution, storage, handling and reporting
- Maintain product inventory and order food from the Food Bank of WNY. Receive deliveries from the Food Bank of WNY. Complete and submit monthly report to the Food Bank of WNY
- Purchase product from local stores as necessary. Collect and distribute fresh produce from farm coop associated with the Pantry
- Assure that perishable and nonperishable product is rotated out with minimal waste

- Assist with necessary housekeeping duties of the facility and common use areas that provide an attractive, well-kept program environment
- Acknowledge donors with formal/personal correspondence
- Serve as Food Pantry point person in the absence of the Director
- Other duties as assigned to meet the Mission of Hopebound Ministries, inc.

**ESSENTIAL QUALIFICATIONS FOR ASSISTANT DIRECTOR:**

- Bachelor's Degree preferred
- Must be highly organized with attention to detail
- Must always have strong boundaries and maintain confidentiality
- Excellent written and oral communication skills
- Must possess basic computational skills
- Ability to deal with a wide variety of community people, students, and vendors of services
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT:**

General work environment requires employees to consistently use manual dexterity in reaching, writing, navigating around the classroom/office/workspace or lab. This position requires fully functional vision and auditory abilities. This position may include hours standing and walking, including up and down stairs, moving items of up to 25-pounds. Current and valid driver's license may be required for off campus related recruitment, assistance, or support.

Hopebound Ministries Inc. is an equal opportunity employer and does not discriminate based on age, race, religion or creed, color, sex, national or ethnic origin, marital status, physical or mental disabilities.