



Join The Food Bank!

The Food Bank of Western Massachusetts is seeking a Direct Distribution Coordinator to join our team and further our mission to feed our neighbors in need!

This position is responsible for coordination and administration of the Brown Bag: Food for Elders and the Mobile Food Bank programs. It is based at The Food Bank's warehouse/office, currently in Hatfield, and the job requires extensive travel to Brown Bag and Mobile distribution sites throughout the four counties of western Massachusetts.

We offer an excellent benefit package including employer paid 80% of Blue Cross Blue Shield health insurance, 50% employer paid dental insurance, generous paid leave, and matching contributions to our retirement plan.

To apply, please forward a resume and cover letter to jobs@foodbankwma.org

ESSENTIAL FUNCTIONS

Program Coordination

- Coordinate all Mobile Food Bank sites and support Brown Bag distribution sites, including scheduling and rescheduling, member registration and eligibility documentation, statistics entry, and coordination of deliveries with the Food Distribution Supervisor.
- Oversee record-keeping for Mobile Food Bank and Brown Bag programs, ensuring both accuracy and timeliness of data entry and notifying sites of Brown Bag applicants' status when necessary.
- Ensure all site information is maintained and accurate in Primarius
- Work collaboratively with Food Distribution staff to ensure quality of food selection on food orders.
- Develop, update, and distribute Mobile and Brown Bag program manuals for site coordinators
- Coordinate training of new site coordinators and volunteers
- Coordinate completion of MOU process for all Mobile and Brown Bag sites, including the annual program agreement process
- Assist in coordinating annual Brown Bag participant renewal process
- Assist eligible seniors to register/renew Brown Bag registration
- Coordinate development of monthly Brown Bag newsletter with Direct Distribution Supervisor
- Assist with food distribution at attended Brown Bag sites as necessary
- Ensure compliance with Food Bank, Feeding America, and food safety regulations at all Mobile and Brown Bag distribution locations
- Maintain positive relationship with sites, including constructive problem-solving

Reporting

- Submit monthly program reports, including quarterly program metrics
- Assist with requests for data from other departments



- Provide data entry and clerical support for Mobile and Brown Bag programs, including preparation of daily distribution paperwork, site information in Primarius, database entry of site transactions, and processing of Brown Bag member applications
- Maintain program, financial and statistical records

Other Responsibilities

- Represent the Mobile and Brown Bag programs on various committees, task forces, and teams within The Food Bank
- Assist with the coordination of volunteer/intern recruitment and training with site partners
- Make referrals to other Food Bank departments, such as SNAP and Nutrition, as necessary and appropriate
- Collaborate with supervisor, Director of Food Operations, Director of Programs and appropriate Food Bank staff to accomplish organizational goals
- Follow all division and Food Bank policies and procedures
- Perform other similar duties as required (by responsibility or necessity) or as requested by supervisor

WORKING CONDITIONS

Based in Hatfield office environment and frequent travel within western Mass

JOB QUALIFICATIONS/REQUIREMENTS

Education & Training – associate degree or equivalent

Experience – up to 2 years of client service or customer service experience

Other skills:

- Very strong communication skills, including written and verbal. Ability to present information succinctly, clearly, and professionally, both verbally and in writing. Comfort communicating with others in person, on the phone, and by email
- Strong data entry, database management, and database reporting skills
- Proficiency in Microsoft Word, Excel and Outlook or experience using similar programs
- Ability to drive, excellent driving history, and access to a reliable vehicle. Willingness to drive frequently throughout western MA using The Food Bank van and your own vehicle
- Experience and comfort working in a variety of cultures and communities and an understanding of multi-generational communities
- Food Protection Manager Certification (completed within 6 months of hire)

JOB PREFERENCES

- Experience in elder services or nutrition
- Non-profit direct service experience
- Bilingual in Spanish

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