

Gleaners Community Food Bank of SE MI Job Description

Job Title: Customer Service Associate
Reports To: Senior Managing Director of FREC Southwest
FLSA Status: Non-exempt
Department: FREC Southwest Detroit
Last update: May 16, 2022

The Customer Service Associate will serve as a receptionist/phone operator to offer customer service support to internal staff and external stakeholders including FREC partner organizations, members of the community, volunteers, and vendors.

Essential Duties and Responsibilities

1. Responsible for providing relief services to the Senior Managing Director, of the Ford Resource and Engagement Center at Mexican Town Mercado.
2. Responsibilities include operating a one-line office phone, directing and offering accurate information to callers for successful completion of their inquiry, and returning messages.
3. Responsible for responding to e-mails and preparation of other written documents, as requested.
4. Responsible for directing guests to their correct destination and facilitating walk-in inquires, ensuring that proper connection is made between visitor and partners.
5. Spanish as a second language is required. There will be some translation.
6. Responsible for helping with set up and take down of equipment for events.
7. Flexibility in working schedule is required.
8. Responsible for filing, relaying messages to partners, routing interoffice mail and managing other paperwork, including monthly reports.
9. Management of storage areas, allocations, keeping track of keys via a report.
10. Demonstrate and support the Gleaners mission and work with our community partner Ford Engagement and Resource Center, vision and values throughout all professional responsibilities and activities.
11. Flexible Schedule a need to work some Saturdays and Sundays for Special Events.
12. Attending Meeting, Scheduling Tours and Giving Tours and History Background of Facility when Senior Managing Director is not available.
13. Keeping Program Boards and Community Boards updated at all times (update weekly)
14. Back Up for Time off and Vacations
15. Update of Flyers, Ford Fund Website updates, and atrium TV's update all information on Display
16. Other duties as assigned.

Added since 2020:

- FREC on the Go Pilot Program (180 Neighbors)
 - Data Base Work tracking program on Link 2Feed Program.
 - Scheduling
 - Routing Deliveries
 - Reminder Phone Calls
 - Prep work of the food
- Rio Vista Pilot (27 Neighbors)
 - Senior Program
 - Loading/unloading food to Rio Vista
 - Track Program and entering pounds
 - Data entry
- Translation Service of all Flyers/Newsletter

Scope of Position:

Budgetary Responsibility: None
Personnel Responsibility: None
Access to Confidential Info: Low
Supervisory responsibility: None
Customer contact: Donors: Low
Volunteers: High:
Food Partners: Low,
Outside vendors: Medium

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. You will be required to be flexible with your schedule. Saturday work is required, and occasional Sundays will be required. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education/Experience

High school graduate or equivalent. Some college preferred. At least two years office or customer service related work.

Language Ability

Good verbal and written skills.

Math Ability

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Computer Skills:

To perform this job successfully, an individual should have a thorough working knowledge of the Microsoft Office suite of products and be able to understand and apply basic principles of database entry, look-up, and retrieval of information via reports and other means.

Equipment

In addition to the computer skills indicated above, the position requires operation of standard office equipment including but not limited to: Avaya multi-line phone system, printer, and photocopy/scanning machine.

Reasoning Ability

Ability to understand and carry out instructions furnished in written, oral, or diagram form.

Work Environment

The standard work environment is a community center. There may be time spent exposed to outdoor environment with varying temperatures. The noise level in the work environment is usually moderate.

Physical Demands

While performing the duties of this job, the employee is frequently required to speak, hear and use hands. Moderate amounts of walking as well as long periods of walking or standing are required.

