

Elder Share Coordinator

Department:	Operations
Reports To:	Elder Share Manager
Status:	Non-Exempt, Hourly, FT/Flex
Start Range:	\$20.00 to \$22.00 per hour

Job Summary

The Elder Share Coordinator (ESC) is responsible for assisting the Elder Share Manager with operational, programmatic, and administrative tasks for Community Food Share's Elder Share program, serving adults 60 and above. This position works in both the office and warehouse settings, while also driving Community Food Share vehicles to several Elder Share food distribution sites in Boulder and Longmont. The ESC serves as the main point of contact for volunteers and participants while operating these distributions. This position works closely with volunteers in the warehouse, physically overseeing the food order building process for the program and ensuring that our participants receive the foods best suited for them. This position also works closely with people in other departments, ensuring that inventory orders are entered accurately into the ECCA Primarius database and in a timely manner. The ESC assists with weekly data and enrollment form entry in the Community Connect (CC) database and supports the Programs Department with a variety of additional daily and weekly distribution needs, including but not limited to enrollment updates and form edits, SOP writing and updates, calendar updates and assisting with participant communication. This position spends roughly 75% of the time working in our warehouse and at offsite distributions, and the other 25% in the office. Time in the warehouse involves bending, lifting, moving pallets, and operating forklifts, electric jacks and driving vehicles. Candidate must have proficient database and Microsoft Excel skills.

Essential Responsibilities

Programs Support

- Assists with Community Connect (CC) data entry for all direct distribution programs as needed. Helps develop processes to verify accuracy; documents the process for the Programs Team, utilizes process in daily work.
- Manages work responsibilities to maintain process consistency. Cross-checks work for accuracy in data entry and reporting.
- Well versed in data management, best practices, and data entry in CC (training on CC provided). Trains new volunteers to assist with basic data entry in CC.
- Utilizes both CC and Microsoft Excel to maintain up-to-date attendance logs for offsite distributions for Mobile Pantries and Elder Share. Prepares and prints logs for all offsite distributions.
- Creates delivery routes for Elder Share and updates volunteer materials/binders as needed. Conducts phone calls or composes letters to participants as needed in order to keep participant data and program registration up to date.
- Assists with Oasis data entry for the CSFP (Commodity Supplemental Food Program) as needed (training on Oasis provided).
- Assists in enrollment updates and recertification for offsite programs.
- Responsible for greeting and welcoming participants. Responsible for checking in program participants at distribution sites, as needed or where not covered by volunteers. Well versed in resource sharing and referrals. Able to speak to all Community Food Share programs proficiently.

- Assist with flyer creation for Elder Share, including but not limited to annual distribution calendar updates and holiday rescheduling updates.
- Assist with technology transitions, record keeping and file organization for Elder Share, by site.
- Create orders in Primarius in real-time, based on notes for volunteer order building for Elder Share.
- Maintains SOPs for each Elder Share site/distribution.
- Utilizes Volunteer Hub software to review volunteer schedules and prepare for weekly order building and offsite distributions for Elder Share. Works closely with Volunteer Department to address weekly scheduling gaps.
- Fields Elder Share calls, delivery orders and inquiries as needed.
- Executes administrative tasks and general office duties for the Programs Department, which may include preparing and sending correspondence and mailings, updating documents, data entry, photocopying, filing, and other light clerical work.

Operations & Logistics Support

- Maintains accurate inventory data and reconciles any discrepancies. Returns physical inventory to proper locations after a distribution has concluded.
- Assists Elder Share Manager in accurately tracking both physical and electronic CSFP inventory.
- Leads volunteers on a weekly basis to fulfill Elder Share orders. Trains, coaches, oversees, supports, and mentors volunteers on food selection and food choices specific to Elder Share participants. Works closely with Volunteer Coordinator while planning for and executing weekly Elder Share order building.
- Works closely with Elder Share Manager and Operations team on weekly product selections. Utilizes Daily Inventory Report in weekly planning, to help select items that are well-suited for the Elder Share Program participants.
- Drives to select Elder Share distributions in Boulder and Longmont. Substitutes for other driving for offsite programming as needed.
- Responsible for greeting, welcoming, training and supporting offsite program volunteers at each distribution site.
- Responsible for safe food handling and maintaining food safety standards while transporting food to distribution sites. Ensures volunteers understand food safety protocols.
- Will help facilitate and/ or lead distribution sites for Mobile Pantry as necessary.
- Will run/ assist with retail rescue routes as needed.

Culture

- Promotes collaboration and communication among all Community Food Share staff to ensure successful program implementation and ongoing program support. Prioritizes customer service.
- Considers the benefits and consequences to their peer team before acting, openly shares ideas and information with others, effectively completes work activities with and through others, helps others achieve goals and complete work to meet the needs of the team and the organization.
- Ensures own work is accurate and timely and operates with a culture of accountability while maintaining customer service to donors, participants, volunteers, and other stakeholders — external and internal — as a priority.

Travel

- Travel locally in service area may be required, as well as occasional overnight travel for events and conferences.
- Driving Community Food Share vehicles and trucks and operating electric jacks is required in this role.

The above is a fair representation of the duties and responsibilities for this position but is not meant to be all inclusive. Other duties may from time to time be assigned at the discretion of the Elder Share Manager or the Director of Community Collaboration.

Qualifications & Skills

Alignment with Community Food Share's mission and a compassionate appreciation for hunger issues are essential to the successful performance of all responsibilities. The requirements listed below are representative of the knowledge, skills, and/or abilities required to successfully perform the essential functions of this job:

Education and Experience

- Associate degree or bachelor's degree in business, management, distribution, or other related field of study. Significant experience may be a substitute for education. Graduation from high school or GED required.
- One (1) to Three (3) years' experience and/or training in an office, retail, or warehouse environment.
- Experience with customer service strongly preferred.
- Experience supervising staff and/or volunteers strongly preferred.
- Spanish preferred but not required.
- Experience in databases and record-keeping strongly preferred.
- Must possess a valid Colorado Driver's License and maintain an acceptable MVR.

Skills and Abilities

- Expert data entry skills.
- Ability to use computer programs and navigate databases.
- Ability to efficiently learn new computer programs and databases.
- Highly defined organizational and time management skills.
- Ability to guide and direct a diverse group of new and experienced volunteers.
- Ability to evaluate and improve processes.
- Ability to comprehend written and verbal instructions as well as communicate comprehensively both in writing and through speaking. Good interpersonal communication
- Ability to drive trucks and vans. As well as operate electric jacks and forklifts (training provided).

Knowledge

- Successfully completes (within 90 days of hire) and maintains ServSafe Food Handler Certification.
- Successfully completes participant database training in both Community Connect and Oasis (within 30 days of hire).
- Successfully completes ECCA Primarius University and required onsite training in first 60 days from start date or promotion date.
- Fluent in English. Must be able to read, write, and speak fluently. Fluency in Spanish; reading, writing, translating and speaking, highly preferred.
- MS Office Suite including expert knowledge of Excel, Word, PowerPoint, and Outlook.
- Understanding of inventory management basics.
- Excellent verbal and written communication skills.
- Knowledge of the Boulder and Broomfield communities.

Behaviors

- Well organized, accurate, and detail oriented.
- Ability to multi-task and meet deadlines.
- Sense of urgency.
- Personable, compassionate, and people oriented.
- Courteous, respectful treatment of diverse people.
- Honesty and integrity.
- Relates to and can influence diverse people, including understanding diverse needs.
- Gives and receives feedback and constructive criticism in a respectful manner.
- Problem-solver, takes initiative, and focuses on solutions.

- Self-motivated, self-sufficient, and able to perform duties with minimal and reasonable supervision.

Interpersonal Skills

Alternative or combined skills in understanding, negotiating, and/or influencing people are important in achieving job objectives, causing action, collaborating with others, or changing behavior; and, skills of persuasiveness, influence, or assertiveness, as well as sensitivity to the point of view of others. Cultural competency, generational, gender and cultural sensitivity are recommended for success in this position.

Physical Demands

This position spends 25% of their time in an office setting and 75% of their time in the warehouse or at offsite distributions. Time in the warehouse/offsite programs is physically demanding. While performing the duties of this job, the employee is regularly required to sit and/or stand for long periods. Employee is frequently required to reach with hands and arms. Employee may be required to bend, kneel, crouch, crawl, push, pull, stoop, climb stairs and ladders, balance, walk for extended periods of time; use hands to finger, grasp, handle, or feel; reach with hands and arms above the shoulder; be able to talk and hear with or without aid. The employee may occasionally lift, leverage, and/or move up to 40 pounds repetitively. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, color vision, distance vision and ability to adjust focus. This position requires driving of vans, larger box trucks, and operating electric equipment such as pallet jackets and forklifts.

The physical demands described here are representative of those to be met by an employee to successfully perform the essential functions of this job.

Health Related Event Protocol

The Health-Related Event Protocol is in effect anytime required by federal, state or local health orders, or as required by the organization for public safety.

Special Workplace Precautions: In accordance with CDC and Boulder County Public Health Department recommended health and wellness precautions, Community Food Share may implement the following:

1. Masks which properly cover the nose, mouth and chin are required while inside the facility at all times except while in private offices. Cubicles are not considered private offices.
2. 6-foot social distancing is required in all public and private areas of the facility.
3. Gatherings/meetings are limited to a size which allows for distancing within the space designated for this meeting.

Remote Work Eligibility: This position is classified as being ineligible for remote work as the essential duties of this position must be performed within the warehouse facility. (TEAM APPLE)

Vaccination: Community Food Share does not require proof of vaccination status. However, this position works directly with the public in the performance of core duties. Employees serving in public facing positions may be required to wear a mask and practice social distancing at certain mobile, donor, or agency facilities regardless of vaccination status. Further, vaccination status may be required by donor businesses, agencies, or other facilities. While this is not a requirement of Community Food Share, it may be a requirement of the donor business, agency, or facility where we perform our work. Those unable to comply with outside requirements, are required to speak directly with their supervisor or HR for assistance in this matter.

Work Environment

Community Food Share operates in a working warehouse environment. While performing the duties of this job, the employee may be exposed to wet and/or humid conditions and moving equipment. The employee may be exposed to high, precarious places; outside weather conditions; and extreme cold in the walk-ins. The noise level in the work environment is usually moderate but may be loud with machinery and equipment in operation.

The work environment characteristics described above are representative of those an employee encounters while performing the essential functions of this job.

Reasonable accommodations may be made to enable qualified individuals to perform the essential functions of this position.

Pay for this position starts between \$18 and \$20 per hour depending on experience.

For full time employees we offer a great list of benefits:

- 20 paid vacation days per year
- 9 paid Holidays
- 8 paid sick days per year with annual rollover
- 1 personal day per year
- 95% company paid health insurance
- 100% company paid dental insurance
- 100% company paid life and short-term disability insurance
- Voluntary vision insurance
- Matched SIMPLE IRA vested at 100% from day 1

Did we mention we have a **great** culture?

To apply, please send a resume and cover letter to careers@communityfoodshare.org