



Job Title: Client Liaison and Office Coordinator

Overview:

The Client Liaison and Office Coordinator is a newly created position that will help bridge the gap between multiple departments for our growing organization. Reporting to the CFO, this role will provide an educated and compassionate first point of contact for incoming requests, and will also help keep our new 12,000 sq ft Distribution Center running smoothly. We are seeking a compassionate and self-driven person who is dedicated to providing excellent service to our constituents and our team.

Responsibilities Include:

Client Services

- Compassionately assess and process a broad range of incoming requests by phone and email, forwarding requests to FFF staff as appropriate. Provide accurate referral information regarding additional community resources (e.g. local food pantries, etc.).
- Assist Programs and Operations Teams with follow up phone calls as requested and appropriate.

Facility Coordination (Somerville Distribution Center location)

- Maintain a professional image, both exterior and interior.
- Work with Marketing, Program, and Operations to maintain branded and effective building signage.
- Maintain an organized and clean office, kitchen, production space, volunteer check-in, and donor lounge areas.
- Manage office, kitchen, bathroom, and kitchen consumables inventory, ordering items if needed. Maintain kitchen area cleanliness and fridge contents.

Office Administration

- Basic technology support: facilitate tech updates, equipment maintenance and ordering, problem solving. Interface with our outside Tech Support to address more complex technology needs.
- Help with special projects, events, meetings and other duties as assigned.
- Assist enforcing building policies as it pertains to space use, design, etc.

Program and Administrative Support

- Support Program initiatives as needs arise and time allows.
- Provide Administrative support for Leadership as assigned.

Required Qualifications:

- 1-3 years professional experience in a related field
- Commitment to social justice, and food justice in particular
- Commitment to valuing diversity and contributing to an inclusive working and learning environment
- Ability to fully own and initiate new processes to effectively execute job responsibilities
- Ability to quickly learn the nuances of FFF programs and the Food Insecurity space more broadly
- Excellent interpersonal/relationship skills - a kind, proactive communicator who is comfortable working with people from diverse ethnic, educational, and language, and socioeconomic backgrounds
- Confidence and decisiveness balanced with an open, collaborative work ethic
- Experience with Microsoft Office and Google Suite
- Ability to lift 40 pounds



Preferred Qualifications:

- Fluency in Spanish, Haitian Creole, Portuguese, or Amharic a plus
- Experience working in a nonprofit customer service setting
- Knowledge of food insecurity services in the Greater Boston area
- Experience or concentrated interest in Social Work or similar field
- High comfort level with technology, including a basic operating knowledge about hardware (e.g. printers, monitors), and Windows operating systems.

About Food For Free

Food For Free is a Cambridge-based, non-profit organization dedicated to providing the Greater Boston community with reliable access to fresh and nutritious food. We accomplish our mission through food rescue, partnerships with schools, colleges, and traditional food organizations, as well as our own direct service programs. In fiscal year 2021, Food For Free distributed more than six million pounds of nutritious food and reached more than 40,000 people throughout Greater Boston.

Food For Free is a flexible, innovative organization. We have an open, informal culture and believe deeply in transparency and integrity. Collaboration is at the heart of all that we do and it comes from a deep respect for one another, our community and the people we serve. We believe work should be fun and when people are playing to their strengths, they are at their best.

Schedule & Working Conditions

- This is a non-exempt, full-time salaried role (40 hours per week).
- Schedule is on-site Monday-Friday 8:00AM-4:30PM with some evenings or weekends for events
- Provide continuous improvement feedback and communication to management
- May assist in warehouse when needed
- May be required to flex hours to support all areas of the business
- Requires stooping, kneeling, crouching, lifting, carrying, and reaching
- Physical ability to perform tasks that may require prolonged standing, sitting, and other activities necessary to perform job duties.

Compensation: At least \$41,000.

Benefits:

Food For Free offers a generous benefits package, including:

- 75% Healthcare, Dental, and Vision
- (3) weeks paid vacation, (4) weeks after your fourth year
- 16 Paid Holidays
- Paid wellness days
- 403(b) Retirement Account and Match

How to Apply:

Candidates should email a cover letter and resume to Deb Veth at deb@foodforfree.org.

Food For Free is an equal opportunity employer and is strongly committed to building and maintaining a diverse community. Persons from diverse backgrounds including women, communities of color, the LGBTQ+ community and people with disabilities are encouraged to apply.