



Title: Agency Support Specialist
Department: Member Services
Reports To: Programs and Member Services Director
Status: Non-Exempt

Essential Duties

Provides agency support to “direct pickup” customers at The Food Bank and acts as the liaison between operations and member services. Position will also provide relief and general support to the Operations Team.

Essential Responsibilities

1. Gain extensive knowledge of Ozarks Food Harvest's network, programs, policies and procedures to effectively support agencies who visit The Food Bank through the Agency Pickup area.
2. Respond quickly and professionally to all agencies who may need additional member services during agency pickup appointments
3. Manage in-coming scheduling calls [USDA, donors, etc.]
4. Review agency orders placed online through The Food Bank's software system.
5. Collect and process agency retail reports
6. Participate in cross departmental work team meetings, as appropriate.
7. Assist in organizing backpack route

Other Duties May Include

1. Assist with Mobile Food Pantries
2. Provide support to the Operations Team, as needed
3. Participate in the planning and implementation of the Member Services Conference
4. Food Safety Certification

Qualifications

1. High School diploma, with at least two years' experience in a customer service-related field.
2. Excellent time management skills
3. General knowledge of Microsoft Office, Excel
4. ServSafe certification, a plus
5. Ability to work well with people of diverse backgrounds and experiences
6. Physical requirements-must be able to stand/walk throughout the day, lift product up to 50 lbs.
7. Valid MO Driver's License

Benefits

1. Comprehensive health benefits package
2. Flexible Spending Account
3. 403B Retirement Plan
4. Great work environment

This is a temp to hire opportunity through Penmac. To apply, you must take a math test and be willing to submit to a drug screen and background check. Please send your resume via email to sgfjobs@penmac.com with "Agency Support Specialist" in the subject line or visit Penmac at 447 South Ave., Springfield, MO.

PLEASE DO NOT CONTACT OZARKS FOOD HARVEST DIRECTLY.