



Job Title: Member Services Assistant

Classification: Non-Exempt, Full Time

Department: Member Services

Reports to: Director of Programs and Member Services

About Ozarks Food Harvest:

At Ozarks Food Harvest, we're passionate about making a difference in the lives of others – especially those who are food insecure. We believe everyone deserves enough to eat so they can lead a full and healthy life. All members of our team are proud of their work because we know we are making a real impact. Our mission has helped us build strong careers and a culture dedicated to working smart and efficiently. We are a member of the Feeding America network, which is the nation's largest domestic hunger-relief organization.

Ozarks Food Harvest is an equal opportunity employer. We embrace a philosophy that recognizes and values all. As a Feeding America member food bank, our goal is to attract, develop, retain, and promote a talented, diverse workforce in a culture where all employees contribute to their fullest potential.

Job Summary:

This is an onsite position based at the Ozarks Food Harvest facility in Springfield, MO, with offsite events or travel as needed.

The Member Services Assistant provides exceptional customer service and support to The Food Bank's partner agencies, while also providing administrative and operational support to the Member Services department. This position serves as a key point of contact for members, responding to questions, addressing concerns, providing information and connecting members with appropriate resources.

The Member Services Assistant also coordinates and conducts new member orientations and assists partner agencies in understanding food bank services, policies, procedures, and expectations. The position also supports day to day operations of the Member Services department through administrative tasks, data entry, recordkeeping, communications, scheduling, and other duties that help ensure efficient and responsive service to our network of more than 270 faith-based and community charities who are working to end hunger across 28 Ozarks counties.

The ideal candidate is friendly, professional, organized, and responsive, with strong customer service, communication, problem-solving, and relationship-building skills. The ability to manage multiple priorities, work collaboratively, and maintain a positive and helpful approach with assisting others is essential to success in this role.

Essential Functions:

- Provide responsive, professional support to partner agencies, serving as a resource for questions, requests, and general assistance.
- Coordinate and conduct new member orientations, ensuring new members understand available services, policies, procedures, and expectations.
- Assist members with account setup, updates, and routine service needs.
- Maintain accurate member information and documentation.
- Communicate with internal departments to help resolve member questions and concerns.
- Follow up with members as needed to ensure issues are resolved in a timely manner.
- Support implementation of new software systems, updates, and process changes.
- Represent The Food Bank at agency meetings, trainings, workshops, and community events as needed.

Additional Responsibilities:

- Assisting with mobile food pantry distributions. Work involves periods of standing, lifting 40-50 Lbs. and occasional exposure to extreme outdoor conditions.
- Other assignments as needed

Physical & Environmental Demands:

- Ability to perform primarily office-based, desk work, including prolonged periods of sitting and computer use and periodic standing, walking, bending, reaching as well as occasional lifting and/or moving objects up to 20 lbs.
- Ability to travel locally (within our service area of 28 counties) for partnership visits and training.

Requirements:

- Associate or bachelor's degree in non-profit management, business administration, communications, or related field, or a minimum of three years of experience in training, customer support, nonprofit operations, or program coordination.
- Experience with database systems, inventory management platforms, or client management software preferred.
- Strong presentation, communication, and interpersonal skills.
- Ability to train individuals with varying levels of technical experience.
- Strong organization skills with attention to details.
- Proficiency in Microsoft Office and web-based software applications.
- Ability to manage multiple priorities and meet deadlines independently.
- Work effectively with diverse teams and individuals across varying backgrounds and perspectives.
- Valid driver's license and ability to meet organizational driving and insurance eligibility requirements.

How to Apply:

Apply at www.ozarksfoodharvest.org/careers and submit a resume to ofhjobs@ozarksfoodharvest.org. Please no phone calls.

This job description does not list all the duties of the position and is not a contract for employment. Employees may be required to perform other duties. Ozarks Food Harvest reserves the right to modify this job description at any time. Employment with Ozarks Food Harvest is at will and may be terminated by either the employee or the organization at any time, with or without cause or notice.