Job Title: Client Care Manager for the Beach Food Pantry

The mission of the Beach Food Pantry: Fueling Hope; Ending Hunger. The Beach Food Pantry partners with donors and the community to provide access to nutritional food, ensuring that no one worries about where their next meal will come from.

Each and every day the Beach Food Pantry is working to end hunger in Dare County. The essence of our nonprofit organization exists in our human spirit—the spirit and passion of those that serve and the spirit and determination of those who accept our services. The Beach Food Pantry is dedicated to raising awareness of our cause and serving those in need in Dare County.

The position of Client Care Manager includes providing administrative, volunteer and client support to the Beach Food Pantry.

The ideal candidate for this position should be highly organized, detail-oriented, and possess excellent communication skills. The Client Care Manager will work full-time from 8 am to 5 pm, Monday through Friday, with occasional additional hours required outside of standard operating hours/days, especially for special events and key programs.

Responsibilities:

1. Assist clients in a patient, empathetic and welcoming manner, ensuring their needs are met effectively and efficiently.
2. Answer phones, address inquiries, and provide information about the Beach Food Pantry’s services and programs.
3. Greet visitors and create a positive and welcoming environment for all individuals entering the Beach Food Pantry.
4. Schedule appointments, maintain calendars and coordinate client visits to ensure smooth operations and efficient use of resources.
5. Manage email and correspondence promptly and professionally, ensuring timely responses and appropriate follow-ups
6. Maintain electronic client databases, ensuring accurate and up-to-date information is recorded and confidentially handled.
7. Work with, oversee and direct volunteer efforts, providing guidance, assigning tasks and ensuring a productive volunteer workforce.
8. Prepare reports and presentations as required by the organization.
9. File and maintain documents, ensuring proper organization, labeling and easy retrieval when needed.
10. Perform other tasks as assigned by the Executive Director, contributing to the smooth functioning of the Beach Food Pantry.
Qualifications:

1. High School diploma or equivalent
2. 1-2 years of program or project management experience or equivalent
3. Excellent communication and interpersonal skills, with the ability to interact effectively with clients, volunteers and staff members.
4. Strong organizational and time management skills, capable of multitasking and prioritizing tasks in a fast-paced environment.
5. Must be physically capable of lifting 50+ pounds, utilizing a ladder, standing and/or walking for extended periods, and working both outdoors and indoors.
6. Tech-savvy with proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) and comfortable learning new software or database systems.
7. Ability to work independently with minimal supervision, as well as collaboratively as part of a team, fostering a positive work environment.

Benefits:

1. Competitive salary ranging from $18 to $20 per hour, based on experience.
2. 15 days of paid time off (PTO), accrued according to the PTO policy.
3. Paid holidays.

To Apply:

Please submit your resume and cover letter [email protected] to:

ExecutiveDirector@BeachFoodPantry.org