

Neighbor Services Coordinator Job Description

We provide a description for you to understand the position before applying. We know not all strong candidates will meet all the qualifications. Applicants are welcome to provide a cover letter and resume and share with us why they believe they are qualified for this position including education, life experience, and professional expertise. We are most interested in applicants who are passionate about the purpose of SELCC.

The Neighbor Services Coordinator is a critical point of contact responsible for welcoming individuals and families to SELCC programs and connecting them to our services. They build and maintain positive, supportive relationships with all neighbors.

The Neighbor Services Coordinator will have a passion for SELCC's mission and will embody the values of connection, compassion, and acceptance.

Job Duties and Responsibilities (Other duties as assigned)

- Help new neighbors sign up for SELCC programs and services
- Schedule and coordinate food pantry delivery services
- Assist with applications for scholarships, crisis assistance, seasonal programs, etc.
- Manage seasonal programs such as school supplies and holiday gifts
- Respond to phone, email, and in-person inquiries about services
- Assist donors when they drop off donations
- Assist neighbors with food pantry orders
- Help neighbors connect with other resources and organizations through referrals
- Assist in coverage of daily tasks when volunteer gaps exist
- Create and update necessary forms and documentation
- Ensure timely and accurate completion of all required reporting and documentation
- Maintain accurate and confidential neighbor records
- Frequently gather input and feedback from neighbors to ensure smooth and dignified participant experiences
- Work with volunteers and staff to continually foster a welcoming environment

Education/ Experience

- High school graduate or GED required. College experience preferred.
- Preference for experience in a social services nonprofit or community organization

Capabilities & Attributes

- Ability to manage time, handle multiple assignments, and meet deadlines
- Compassionate, nonjudgmental demeanor
- Ability to respond to difficult situations in a calm and professional manner
- Proven ability to protect confidentiality of all neighbors and volunteers
- Strong understanding of best practices when supporting neighbors
- Willingness to adjust hours to accommodate the needs of the job

- Ability to effectively manage a wide array of tasks, projects, and responsibilities
- Ability to work productively in an unstructured environment with frequent interruptions

Time Commitments

- Hours are generally completed Monday through Friday between 9AM and 5PM
- Hours need to be flexible; must be available for occasional evening and weekend events
- 24 hours/week

Benefits

- Paid Time Off
- Flex Time
- Paid Holidays