



Job Title:	Client Support Supervisor – Food Pantry	Department:	Pantry Services
Reports To:	Director of Client Services – Food Pantry	FT / PT	Full Time
FLSA Status:	Exempt		

NFCC is a 501(c) 3 nonprofit organization whose mission is to help ease hardship & foster financial stability in our community.

Job Summary: The Client Support Supervisor supports all aspects of Food Pantry – Client Operations, including inventory control, receiving products, client orders, supervising and managing volunteers, entering data and creating reports and supporting client intake. The Coordinator is the primary backup support to the Pantry Manager.

Job Duties and Responsibilities:

- Supervise Client Services Specialists and Volunteers ensuring that NFCC policies and procedures are followed.
- Receive donations and inspect to ensure it meets NFCC quality standards.
- Responsible for Salesforce data input and reconciling NFCC data.
- Trains and supervises individual and group volunteers.
- Checks inventory of all standard items in the pantry program, reconcile inventory count and assist with annual inventory audit.
- Helps stock all donations in appropriate areas.
- Fill food orders as needed.
- Provide support and training for technology for client programs.
- Provide Back up for Benefit Screener, must complete 3 certifications from the Georgia Department of Human Services annually.
- Responsible for troubleshooting client pantry or other program issues.
- Provide support to the pantry intake team, when necessary.
- Provide support to Pantry Manager, when requested.
- Work weekday evenings and Saturdays, when needed.

Required Skills and Abilities:

- Ability to work with a team.
- Good interpersonal communications skills required.
- General computer and technology aptitude to learn NFCC systems.
- Strong MS Office (Excel) experience.
- Salesforce experience a plus.
- Able to work evenings & weekends.
- Criminal background check clearance.
- Negative drug test screening.

Education and Experience: High School degree or equivalent. Bilingual in Spanish and English preferred. Previous distribution or fulfillment experience is a plus for this position.

Supervisory Responsibilities: The role provides direct supervision to Client Services Specialists and Volunteers ensuring policies and procedures are followed.

Job Competencies:

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Physical Demands and Work Environment: Must have the ability to lift, push and pull up to 50 lbs, carry consistently, and stand for up to 8 hours.

EEO Statement: NFCC is an Equal Opportunity Employer, NFCC does not discriminate based on race, religion, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disabilities, national origin, veteran status, or any other basis protected by the law. All employment is decided based on qualifications, merit, and business needs.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

If this sounds like the role for you, we'd love to meet you! Please submit your resume to jobs@nfcchelp.org.