



# EMPLOYMENT OPPORTUNITY

## **Kalamazoo Loaves & Fishes Mission**

We will feed hungry people and engage the community in the fight to end hunger.

Kalamazoo Loaves & Fishes is seeking a bi-lingual (English & Spanish), full-time **Client Services Coordinator**. The Client Services Coordinator will support the mission of Kalamazoo Loaves & Fishes by working under the general supervision of the Program Manager to support client needs, manage call center operations, and assist with general food insecurity programming.

## **Essential Functions:**

- Manages Call Center operations, providing shift support on telephones and with walk-in clients.
- Provides supervision, support, and training of call center staff and volunteers.
- Provide guidance to clients to maximize client access to local, state, and federal resources and services.
- Provides excellent customer service through managing client expectations, dealing with difficult situations, and training others to do the same.
- Coordinates with community partners and other human service and social service organizations to strengthen local response to those who are experiencing food insecurity.
- Provides generalized support for pantry operations and all KLF programming.
- Supports KLF food service programming by collaborating with supervisor, Director, and IT services to develop and manage the customer service database.
- Will support Director with the analysis and utilization of data to support and modify programming efforts.
- Participation in various community and KLF committees, as assigned.
- May perform additional duties, as assigned.

## **Minimum Requirements:**

- Bachelor's Degree in Social Work, Psychology, or other human services or related field, or equivalent.
- Ability to speak, read, write, and understand Spanish and English fluently.
- One (1) to three (3) years' experience in a community-based human services position with demonstrated ability to collaborate with underrepresented populations and communities, with the ability to effectively manage difficult situations, using interpersonal skills and de-escalation techniques.
- One (1) to three (3) years' experience working with volunteers and/or in community outreach.

- One (1) to three (3) years' experience managing others.
- Excellent customer service, interpersonal, and relationship-building skills, including the ability to educate and inform co-workers, volunteers, and members of the community.
- Ability to think creatively and show initiative to solve problems, both specifically and systemically.
- Database experience, including the ability to enter, analyze, and utilize data outputs.
- Demonstrated ability to maintain confidentiality and exercise good judgment.
- Demonstrates a sense of urgency, prioritizes well, shows energy, responds to opportunities, instills urgency in others, and meets deadlines.
- Demonstrated experience with and ability to learn various computer applications.

### **Preferred Requirements**

- Master's degree in Social Work, Psychology, Public Policy, or other human services field, or equivalent.
- Three (3) to five (5) years in a community-based human services position.
- Ability to speak languages other than English and Spanish, including French and Arabic.
- Demonstrated ability to develop data points, analyze information, and strategically plan programmatic changes.

This job description is an example of the general requirements of the position and is not intended to be exhaustive or all-inclusive.

### **Kalamazoo Loaves & Fishes' Non-Discrimination Policy:**

No person shall be excluded from KLF services, employment, or volunteer participation because of ethnicity, race, national origin, age, height, weight, genetic status, gender identity, sexual orientation, marital status, economic circumstance, veteran status, physical and/or mental abilities/characteristics, philosophy/religion, or any other status that is protected by the State of Michigan, federal law, or by local ordinance for those jurisdictions where KLF operates.

### **Equal Opportunity Employer:**

KLF is committed to fair employment practices, equal employment opportunity, and to promoting diversity in its broadest definition. Equal employment opportunity means compliance with state and federal regulations as well as following those practices which promote diversity and fairness of employment opportunity. Fair employment practices mean that all employees shall have access to the various aspects of employment such as hiring, promotion, compensation, and training. It is the policy of KLF that all employees and applicants for employment share fairly in these aspects of employment.

**To apply for this position, please submit your resume and cover letter to [denise@kzoolf.org](mailto:denise@kzoolf.org)**

**You may also mail or drop off your resume and cover letter to:**

Kalamazoo Loaves & Fishes  
 901 Portage Street  
 Kalamazoo, MI 49001  
 Attn: HR Department