



EMPLOYMENT OPPORTUNITY

Kalamazoo Loaves & Fishes has an excellent opportunity for a public health or human services professional to feed hungry people and engage our community in the fight to end hunger! We are seeking a **part-time Program Coordinator (20-29 hours per week)** to support the mission of KLF by working under the general supervision of the Program Manager to manage call center operations and client intake functions, and coordinate client outreach efforts. We serve a diverse client population and continually strive to promote diversity, fairness, equity, and inclusion in all our practices.

Kalamazoo Loaves & Fishes is a great place to work. We offer competitive wages and a generous contribution to a 403(b) program, paid time off, and professional development and continuing education opportunities.

Essential Functions:

- Manages Call Center operations, providing shift support on telephones and with walk-in clients.
- Supervises and trains call center volunteers.
- Coordinates client outreach efforts with historically underrepresented communities, including proactive education about KLF and other federal, state, and local programming which affect the availability of assistance services.
- Collaborates with Program Manager and Program Director to implement new client intake procedures.
- Works with, understands, and communicates all KLF programming both internally and externally.
- Coordinates KLF staff communication on client outreach efforts, dedicating efforts to staff understanding and knowledge, for both internal and external purposes.
- Collaborates and communicates with all KLF staff and volunteers to learn, educate, and build relationships within the organization.
- Provides support with client queries and pantry operations.
- Supports KLF food service programming through targeted data entry and supervising and training volunteers to do same.
- Maintains flexibility to work evenings or weekends as required.
- Works collaboratively with all KLF staff, cross-training in other departments as required.
- Participation in various community and KLF committees, as assigned.

Minimum Requirements:

- Associate's Degree in Social Work, Psychology, Public Policy, or other human services or related field, or equivalent.
- One (1) to three (3) years' experience in a community-based human services position with demonstrated ability to collaborate with underrepresented populations and communities.
- One (1) to three (3) years' experience working with volunteers and/or in community outreach.
- Demonstrated ability to work independently, maintain confidentiality, and exercise good judgment.

- Ability to learn public policy and effects on the community and KLF programming.
- Excellent customer service, interpersonal, and relationship-building skills, including the ability to educate and inform co-workers, volunteers, and members of the community.
- Good analytical and demonstrated problem-solving skills.
- 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 and customer database.

Preferred Requirements

- Bachelor'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, particularly Spanish, French and Arabic.

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 by May 6, 2019

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