



### **Network & Distribution Assistant**

The Network and Distribution Assistant will serve as a key team member who provides critical customer service to member programs. The Assistant will provide administrative support for the department. Reports to the Senior Director of Network Capacity and Distribution Services.

#### **Duties and Responsibilities**

1. Operate CFB's help desk for programs providing highly effective customer service and support to member programs and their volunteers including:
  - a. Monitor online ordering for programs and ensure orders are complete in database system
  - b. Work collaboratively with operations to ensure a seamless ordering, shopping, and delivery experience for programs
  - c. Trouble shoot transportation, shopping, and ordering issues
  - d. Support excellent customer service and quality assurance measures
2. Provide office assistance to the Network and Distribution Team including:
  - a. Phone coverage
  - b. Effectively address questions from the public about food assistance and from member programs and their volunteers
  - c. Provide clerical support for departments work
  - d. Maintain department files
3. Maintain department statistics and performance tracking tools including
  - a. Ensure most current monthly and other statistics are received from all programs
  - b. Collect, enter, file and tabulate monthly program statistics in program database
4. Provide clerical and other assistance to programs in the department as needed including:
  - a. Updating schedules and calendars including Mobile Pantry, Community Pantry and GROW calendars
  - b. CTNAP and TEFAP monthly and quarterly reports
5. Assist in production and distribution of program updates
6. Perform other administrative tasks as assigned by Senior Director including trouble-shooting technical issues

#### **Job Specifications/Requirements:**

- Minimum 1-2 years' experience in office support environment
- Help desk/customer service a plus
- Data entry and organizational skills essential
- Ability to multi-task with attention to detail essential
- Strong communication and interpersonal skills a must
- Human services/nonprofit experience preferred
- Commitment to social justice
- Proficient in Microsoft Word, PowerPoint, Excel, Publisher and Outlook
- Bi-lingual in Spanish preferred
- Dependable team player and ability to contribute to a positive work environment
- College degree preferred; high school graduate or GED required

**Send cover letter with salary requirements and resume to:**

**hr@ctfoodbank.org  
203-469-4871 (fax)**