THE ORGANIZATION

Feeding Westchester is looking for people with the passion, courage, and creativity to create meaningful change in the lives of others. Last year, we moved nearly 10 million pounds of food to agencies and partners across Westchester County, including food pantries, soup kitchens, senior centers and schools. Because of that, we supplied 7.8 million meals to children, families, and seniors and mobilized 11,000 volunteers and over $4 million in donations to help end hunger here. But, the need remains, and we have work to do. We are looking for talented people to help us change the world for our neighbors in Westchester County. What are you looking for?

THE OPPORTUNITY

Feeding Westchester has an exciting opportunity for a passionate and dedicated Administrative Assistant, Agency Services. Working within the Agency Services Department, the Administrative Assistant will act as the point of contact between Feeding Westchester and its food distribution programs. This position assists with programmatic requirements; including site visit compliance monitoring, monthly reporting, enrollment, distribution scheduling, evaluation of program effectiveness, and maintenance of service delivery. This position requires strong analytical and organizational skills, the ability to communicate and work effectively with people of widely diverse backgrounds, and an interest in making a difference!

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

Business Analytics - Analysis and Evaluation

- Coordinates the timely distribution and collection of paperwork and data, including monthly service statistics, team reporting and site visit documentation
- Provides regular reporting on status of monthly statistics and accounts receivable.
- Participates in developing metrics and evaluation tools for data-based decision making and accountability
- Maintains data integrity of business analytic reports/dashboards through timely and accurate data collection
- Creates reporting using Power Bi and other business analytic tools
- Evaluates program data and provides status on goals, trends, issues and opportunities
- Works with staff to create and coordinate partner surveys in order to solicit feedback and be more effective in meeting their needs including dissemination, collection, data entry and analysis

Customer Service & Relationship Building

- Displays passion and optimism for the work, provides inspiration to peers, and exemplifies FW core values
- Acts as the main point of contact for feeding partners daily inquiries
- Assists with feeding program volunteer pick-ups such as BackPack, Summer Feeding and Senior Grocery
- Builds and maintains relationships with feeding partners to provide customer service, technical support, training and capacity building to further the work of FW
- Actively participates in appropriate meetings throughout the communities we serve
- Assists with annual Agency Conference planning and execution
- Actively engaged in team meetings, brainstorming, and problem solving
- Participates in interdepartmental work groups to create systems and processes that interact well with other systems and for all staff involved
- Develops and presents training to staff and community partners on hunger related topics, partner initiatives and technology initiatives
- Provide backup for stages of order creation, product selection, delivery coordination, invoice creation and distribution to partners.
Grant Management
- Coordinates agency access to Feeding Westchester grants, relevant county grants and other partner opportunities.
- Coordinates feeding partner grant communications through creating award letters, sending reminders, and being the point of contact for all related communications.
- Manages the setup of and frequent monitoring of feeding partner grants in Primarius leading to all being expended in allotted time lines
- Coordinates the tracking, collection and storage of back-up documentation for applicable grants
- Facilitates monthly service reporting such as with HPNAP
- Assists Manager with organizational grant/contract proposals, provides needed data and information, deliverable reporting, and setup of tracking mechanisms

Client Registration Initiatives
- Develops and maintains partner materials such as agreements and training/reference documents
- Assists with screening prospective partners for eligibility and readiness
- Coordinates setup of partner access to test site and live site
- Works with partners on implementing and trouble-shooting Link2Feed as needed
- Conducts regular partner training and user group communications
- Monitors and Maintains integrity of client data collected from network

Administrative
- Maintains program distributions scheduling and provides each partner with current Program calendars
- Coordinates monthly partner account holds, suspensions, and reactivation due to late reporting and overdue balances
- Maintains Digital Agency Filing cabinet
- Maintains Digital Site Visit forms and data
- Enters updates and information into Primarius database
- Assists with the maintenance of program standards, SOP’s, partner manuals and evaluation systems.
- Maintains updates of relevant partner resources on website and team materials on SharePoint
- Composes external written communications to partners
- Maintains and updates appropriate calendars and schedules related to meetings and appointments.
- Takes meeting notes for internal and external meetings, organizes, and sends follow up to appropriate parties
- Research new programs and best practices related to increasing capacity and feeding targeted populations, makes recommendations about implementation
- Research and collection of resources for feeding partners
- Provides information about partners for agency newsletter, website, and funding applications
- Provide additional clerical and administrative support for office as required or requested by supervisor.

POSITION REQUIREMENTS

Required Education/Experience:
- Graduation from a standard senior high school or equivalent; College degree preferred.
- Must be able to multi-task.
- Ability to work well under stressful conditions.
- Able to work with minimum day-to-day supervision.
- Demonstrate initiative to independently identify needs and flexibility to help where needed.
- At least two years of administrative experience in a corporate setting preferred.
Required Knowledge/Skills:
- Must be proficient in latest software and technology.
- Must have experience using Survey software to create, collect and create reporting
- Experience using business analytic tools such as Power Bi and Tableau preferred
- Excellent recordkeeping, writing, communications and interpersonal skills.
- The ability to prioritize and perform multiple tasks simultaneously with minimal supervision.
- Extremely organized detail oriented and able to keep accurate records and follow up.
- Must have valid driver’s license and use of a vehicle to ensure ability to travel independently for Feeding Westchester business.

ABOUT US
Feeding Westchester provides a competitive benefits package including paid time off, Medical/Dental/Vision coverages, 403(b) retirement plan with discretionary employer contribution, company-paid Life and LTD insurances, Employee Assistance Program (EAP), and other ancillary benefits. Feeding Westchester is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, religion, age, disability, sexual orientation, gender identity, veteran status, height, weight, or marital status in employment or the provision of services or any other category protected by law.

HOW TO APPLY
Interested Applicants should send resume, cover letter, and salary requirements to postings@feedingwestchester.org with the name of the position in the subject line.