

<b>Position Title:</b>	Community Connection Lead
<b>Classification:</b>	Non-Exempt
<b>Reports To:</b>	Programs Manager
<b>Location:</b>	Wyoming
<b>Compensation:</b>	\$24.90/Hourly
<b>Benefits:</b>	Medical, dental, and vision, a 401(k) retirement plan with a 4.5% company match plus potential additional matching based on tenure, PTO, paid sick leave, paid holidays, and a flexible schedule

As the largest charitable food distributor in Wyoming, Food Bank of Wyoming is passionate about ensuring every community member has the resources they need to thrive. Supporting our Wyoming communities begins with passionate, mission-driven individuals.

The Community Connection Lead serves as a primary liaison between Food Bank of Wyoming and Hunger Relief Partners. This position provides hands-on support to partners by guiding them through compliance requirements, food safety training, and effective use of Food Bank systems. The Community Connection Lead strengthens partner relationships by offering responsive support, conducting site visits, and ensuring consistent communication.

The Food Bank's team is dedicated to creating an efficient food distribution network to reduce and help end hunger across the state. Staff are committed to embodying the Food Bank's organizational values and mission in all activities.

If you are looking for a mission-focused organization where innovation and teamwork are encouraged and new ideas are valued, then this is an ideal position for you.

The mission of Food Bank of Wyoming is to ignite the power of community to nourish people facing hunger. We provide food and necessities to people in need through signature programs and by teaming up with hundreds of Hunger Relief Partners to serve communities across Wyoming. We believe that for a community to thrive, every person must have the resources they need to flourish, and we strive to provide proper nourishment for every neighbor.

#### **Primary Responsibilities:**

##### **Compliance & Training 35%**

- Support Hunger Relief Partners in meeting compliance requirements, including food safety and civil rights standards
- Conduct routine site reviews and assist with annual food safety certification with Hunger Relief Partners and Mobile Pantry distributions
- Provide training on systems such as Agency Express, Vivory, Salesforce, CERES and Link2Feed for help desk staff so they can assist partners
- Assist in onboarding new Hunger Relief Partners, including pre-approval support and orientation.
- Document compliance findings and escalate concerns as needed
- Supports neighbor-centered best practices and capacity building in collaboration with the Community-centered Innovation team

##### **Partner Relationships 45%**

- Primary contact for Food Bank of Wyoming in supporting staff seeking to interact and collaborate with Hunger Relief Partners
- Ensure interactions are conducted with customer service, neighbor centered and culturally responsive lens

- Handle confidential information with discretion and care, ensuring the privacy and respect of employees, volunteers, partners, donors, or others
- Manage and update the Food Bank of Wyoming Directory of Hunger Relief Partners
- Respond to and help resolve neighbor or partner concerns in collaboration with the Help Desk team, Programs Manager and Retail Food Donation Coordinator
- Build supportive, professional relationships with Hunger Relief Partners to strengthen operations and ensure consistent and equitable food distribution

#### **Internal Collaboration 20%**

- Support the Help Desk with guidance, training and scheduling.
- Coordinate with Programs, Sourcing, Food Rescue, and Help Desk teams to align partner-facing efforts.
- Provide feedback from partners to inform program improvements
- Track and update partner records in CERES, Vivory, Food Bank of Wyoming Directory of Hunger Relief Partners and other CRM systems

#### **Required Knowledge, Skills, and Abilities:**

- Commitment to fulfilling Food Bank of Wyoming's mission and positively representing the brand both internally and externally
- Strong interpersonal and relationship-building skills with the ability to engage diverse stakeholders
- Demonstrated ability to develop and manage programs and events, with attention to detail and follow-through
- Ability to build and maintain positive relationships with diverse partners
- Excellent customer service, communication, and training skills
- Strong organizational skills; ability to manage multiple priorities
- Familiarity with compliance standards and/or food safety practices preferred
- Proficiency in Microsoft Office, CRM systems, and online platforms

#### **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Using office equipment such as a computer, mouse, keyboard, printer
- Shared office environment; outdoor work environment frequently
- Occasionally lift or move up to 20 pounds
- Occasional/frequent travel within the service area including to Western Slope and Denver distribution centers (up to 50%)

#### **Required Qualifications:**

- High school diploma or equivalent required; Associate's degree or relevant experience preferred
- 2–3 years of experience in customer service, nonprofit, or partner-facing roles
- Must possess a valid driver's license
- Bilingual (Spanish) a plus

#### **Expected Hours of Work:**

This is a full-time, non-exempt position (40 hours per week). Work schedule is primarily Monday–Friday, with limited flexibility to work remotely, and occasional evenings or weekends to support partner needs. Daily schedules may vary and should maintain Food Bank of Wyoming's core hours between 8 am and 4:30 pm.

**Compensation:**

\$24.90/Hourly

**Benefits:**

At Food Bank of Wyoming, we provide a fulfilling workplace along with a comprehensive benefits package that includes:

- **Generous Paid Time Off:** Flexible paid time off, including 10 paid holidays, sick leave, parental leave, and opportunities for paid volunteer time.
- **Robust Retirement Plan:** A 401(k) retirement plan with a 4.5% employer match, plus additional matching based on tenure for a total potential match of up to 8.5%, to support your long-term financial security.
- **Comprehensive Health Coverage:** Competitive health, dental, vision, and life insurance plans to support your meet your and your family's needs.
- **Bilingual Incentive:** A monthly incentive for certified bilingual staff, recognizing and rewarding your valuable language skills.

**To Apply:**

Apply online through [wyomingfoodbank.org/join-our-team/](https://wyomingfoodbank.org/join-our-team/). Applications will be accepted until **January 28, 2026**.

**Thinking about applying?**

True passion and excitement for making an impact are just as important as work experience.

We encourage you to apply even if you feel you don't check every box in this posting.

*Food Bank of Wyoming is an Equal Opportunity Employer (EOE), M/F/D/V/SO. We are committed to providing reasonable accommodations to applicants with disabilities in order to participate in the application or interview process. If you require any accommodation, please contact us at [hr@foodbankrockies.org](mailto:hr@foodbankrockies.org) or 303-371-9250.*