

Position Title: Program Support Associate
Classification: Non-Exempt
Reports To: Programs Manager
Location: Wyoming
Compensation: \$20.50 - \$22.50 Hourly

Your Role in Our Mission

The Program Support Associate is responsible for supporting our partners through daily operations, including compliance and platform training; confirming/completing purchases; shepherding upgrades/returns, performing partner site reviews, and providing any other necessary assistance. This role is a primary point of contact for our Hunger Relief Partners' inquiries and requires excellent interpersonal and customer service skills, telephone etiquette, and good communication. Exceptional organizational skills and the ability to multi-task are essential.

What You'll Do

- Provide outstanding customer service and respond to partner queries or concerns timely and accurately via phone and email.
- Create, track, and respond to applicable HelpDesk tickets via phone, email, online, or in person
- Identify our Hunger Relief Partners' trending issues/needs and facilitate proactive intervention
- Identify partner issues and report them promptly to management for quick resolution
- Provide our Hunger Relief Partners with assistance with online platforms, including Agency Express, Vivery, and Link2Feed
- Assist with Partners' compliance with food safety certification per Feeding America guidelines
- Oversee new partners onboarding process
- Train partners' staff and volunteers as needed
- Create and design the monthly email Hunger Relief Partner newsletter
- Assist the Receptionist with greeting guests and ensuring they sign in/out of the Visitors' Log
- Help with public inquiries about partner locations or other resources
- Assist Programs Team with data entry, data tracking, and constituent research
- Process agency updates in the CERES database, Vivery, and CRM
- Monitor Agency Relations Resource Center and Partner Support sites
- Provide backup for Receptionist
- Provide support to Agency Operations Specialist for Fresh Food Center pick up calendar
- Create and manage CERES/Agency Express ordering calendar schedules and monitor partners for order window compliance
- Handle confidential information with discretion and care, ensuring the privacy and respect of employees, volunteers, partners, donors, or others

How the Work Gets Done

The Program Support Associate demonstrates the following core competencies in daily practice:

- **Instills Trust:** Builds confidence with partners, coworkers, and other constituents by communicating professionally, protecting confidential information, and following through on commitments. Demonstrates discretion, consistency, and sound judgment in daily interactions.
- **Collaborates:** Works effectively with the Programs Team and other departments to share information, resolve partner needs, and provide support where needed. Communicates openly and contributes to a team-focused environment that supports the Food Bank's mission.
- **Customer-Centric Focus:** Provides timely, accurate, and compassionate support to Hunger Relief Partners and other community members through phone, email, HelpDesk, and in-person interactions. Identifies partner needs and works proactively to provide solutions or connect them with the appropriate resources.
- **Ensures Accountability:** Takes ownership of assigned responsibilities, follows established processes, maintains accurate records and data, and completes tasks within expected timelines. Identifies issues or compliance concerns and communicates them promptly to management for resolution.

What We're Looking For

- High school diploma or equivalent required; Associate degree a plus; or equivalent work-related experience.
- Minimum 2 –3 years of customer service or program support experience, including responding to inquiries and resolving concerns
- Familiarity with CRM systems, databases, online platforms, or HelpDesk systems preferred
- Exercise independent judgment, think critically and strategically, collaborate with others, and follow through to execute projects and program requirements
- Extensive experience using Microsoft Office Suite and online technologies
- Strong customer service orientation

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.

- Shared office environment; outdoor work environment occasionally.
- Using office equipment such as a phone, computer, mouse, keyboard, printer Occasional handling of equipment used to facilitate the sale, storage, transport, and disposal of food.
- Occasionally lift or move up to 30 pounds

Expected Hours of Work:

This is a non-exempt, full-time position working approximately 40 hours per week. The regular work schedule is Monday through Friday, 7:30 a.m. to 3:30 p.m. Occasional evenings and Saturdays may be required based on program needs, events, or organizational activities

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:

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.

Apply online through wyomingfoodbank.org/join-our-team/. Applications will be accepted until **October 21**.

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 or 303-371-9250