

## **COMMUNITY LIAISON**

☒ EXEMPT      ☐ NON-EXEMPT

### **PURPOSE OF POSITION**

Represent Meals on Wheels to stakeholders through phone, email, and personal contacts.

### **MAJOR RESPONSIBILITIES**

1. Deliver quality experiences to all constituencies. Answer and direct phone calls, assist clients with problems, and work with volunteers and Board Members on problem solving.
2. Perform work in ServTracker client management software to create and maintain accurate client records. Communicate with appropriate program and accounting staff.
3. Receive and manage supply orders.
4. Sort and distribute checks to staff, vendors, and contractors.
5. Print route sheets and reservation lists for sites as needed.
6. Track undelivered meals using the Mobile Meals App, follow up with wellness calls to determine client status, and notify appropriate program staff.
7. Enter client applications in ServTracker.
8. Assist Program Department and Outreach Team as necessary.
9. Work with the Executive Director to take on new initiatives to promote the mission of Meals on Wheels.
10. Work in person onsite 40 hours / week Monday – Friday 8am-5pm.
11. Other duties as assigned.

### **REPORTS TO**

- Assistant Director Program, Client Services

## **REQUIREMENTS**

- 4 year college degree required
- Strong organizational skills
- Excellent written and verbal communication skills
- Strong interpersonal skills; ability to develop and maintain effective working relationships with all constituencies
- Ability to work independently and prioritize work based on MOW's needs and requirements
- Ability to work in person onsite Monday – Friday 8am-5pm.
- Ability to sit for extended periods of time
- Ability to lift up to 25lbs
- Must have a valid driver's license
- Verifiable computer knowledge: ability to use MS Windows, MS Word, MS Excel; email; client management software; and other technology as appropriate
- Assist with meal delivery as needed
- Commitment to valuing diversity, equity and inclusion as well as ability to interact with constituencies from a range of backgrounds.

Send resumes to Morgan Arnold, [morgan@wakemow.org](mailto:morgan@wakemow.org)