



Job Title: DIRECTOR OF CLIENT SERVICES

FLSA: Exempt

Full time: 40 hours/week

Annual Salary: \$65,000 to \$70,000

Supervisor: Chief Executive Officer

Position Description:

- Is a member of the leadership team of Mama's Kitchen. Guided by the mission, vision and core values of the organization, the leadership team works collaboratively to implement the mission of Mama's Kitchen.
- Leads all aspects of nutrition programs at Mama's Kitchen. These programs include the home-delivered meal service, pantry service, and nutrition education services; and
- Leads, guides, and supports department personnel that include, Bilingual Client Services Coordinator, the Facility & Operations Coordinator, the Meal Services Specialist, and the Registered Dietitians.
- The ideal candidate will be passionate about the mission of Mama's Kitchen; possess a collaborative spirit and enjoy an open work setting; and incorporate the highest levels of ethics and professionalism.

Primary Responsibilities:

1. Day to day management of the operations department
2. Monitoring program budget
3. Maintain client database.
4. Analyzing data to monitor program goals and staff productivity.
5. Monitoring and updating client services operational policies and procedures.
6. Reviewing and implementing mechanism for client input (including client surveys)
7. Developing and implementing program evaluation tools.
8. Communicate any recommendations to the Leadership Team as necessary concerning the operation.
9. Promote positive customer service with clients
10. Participating in the grants request process as appropriate
11. Preparing client and meal data for invoicing as required by funding sources
12. Producing collateral to support outreach activities
13. Monitor and update client services operational policies and procedures.
14. Review programmatic areas of grant requests for accuracy.
15. Honor agency policies and procedures

Other Duties: As assigned by Chief Executive Officer

December 2021

Required Skills:

1. Ability to interface diplomatically with a diverse group of staff, volunteers and donors to build commitment and loyalty to the organization
2. Ability to interface diplomatically with a diverse client base, referral sources and health care providers to ensure the highest quality of services and inclusion of all qualifying individuals.
3. An undergraduate degree in a related field; a graduate degree desired
4. Management and supervisory experience with 2 years in a non-profit setting preferred
5. Ability to speak and write English proficiently. Spanish or other language skills are a plus.
6. Computer proficiency (Word, Excel, PowerPoint) including experience with Client Track software a plus.
7. Excellent organizational skills
8. Excellent Communication Skills.
9. Able to work in multi-person and multi-activity office space
10. Be able to lift 50 pounds.

Vision Statement:

At Mama's Kitchen, we envision a community where all individuals with critical illnesses are no longer vulnerable to malnutrition.

Mission Statement:

Mama's Kitchen believes that everyone is entitled to the basic necessity of life – nutritious food. Our services improve the health and well-being of individuals and families vulnerable to malnutrition due to critical illness.

Mama's Kitchen Core Values

Dignity and Respect: Focus on the individual is at the heart of everything we do at Mama's Kitchen. Mama's Kitchen fosters a community where mutual respect and dignity are preserved by promoting humanity, compassion and empathy towards our clients, donors, volunteers and staff.

Reliability: Mama's Kitchen is resourceful, efficient, and flexible. Our clients tell us that reliability is what sets Mama's apart from other organizations.

Integrity: Guided by honesty, loyalty and a commitment to confidentiality, Mama's Kitchen is responsive to the needs of all our clients, volunteers, donors and staff. We pride ourselves in doing what we say we are going to do.

Diversity: Mama's Kitchen is an all-inclusive family. We foster a welcoming environment and embrace all members of the community without judgment.

Team Work: Mutual effort and unity are the ingredients that allow our mission to succeed.

Equal Opportunity

Mama's Kitchen has a long-standing commitment to equal employment opportunity for all applicants for employment. Employment decisions including, but not limited to, those such as employee selection, performance evaluation, administration of benefits, working conditions, employee programs, transfers, position changes, training, disciplinary action, compensation, and separations are made without regard to race, color, religion (including religious dress and grooming), creed, national origin, nationality, citizenship status, domestic partnership status, ancestry, gender, affectional or sexual orientation, gender identity or expression, marital status, civil union status, family status, age, mental or physical disability (including AIDS or HIV-related status), atypical heredity cellular or blood trait of an individual, genetic information or refusal to submit to a genetic test or make available the results of a genetic test, military status, veteran status, or any other characteristic protected by applicable federal, state, or local laws.

Please send Resume and cover letter to jobs@mamaskitchen.org