



Job Title: Director of Client Services

FLSA: Exempt

Full-time: 40 hours/week

Annual Salary Range: \$65,000 - \$73,000

Supervisor: Chief Operating Officer

Position Description:

As a member of the leadership team of Mama's Kitchen and guided by the mission, vision and core values of the organization, the leadership team works collaboratively to implement the mission of Mama's Kitchen.

The ideal candidate will be passionate about the mission of Mama's Kitchen, possess a collaborative spirit, enjoy an open work setting, and incorporate the highest levels of ethics and professionalism.

The Director leads all operational and logistical aspects of Mama's Kitchen's Home-Delivered Meal and Nutrition Programs. These programs include home-delivered meal services, Emergency Food Assistance, and nutrition education services.

The Director will guide, support, and supervise department personnel including the Manager of Client Services, Facility & Operations Coordinator, ClientTrack Systems Specialist, and Registered Dietitian Nutritionists. The director oversees all department processes, systems and tools and leads department-wide data reporting, performance, and outcome reporting, as well as day-to-day operational metrics to monitor and ensure productive and effective time management.

They are the primary lead for creating new processes, while continually improving upon the team's approach to always be striving for more positive experiences for our clients.

Primary Responsibilities:

1. Day-to-day management of the personnel and all aspects of the department's success
2. Development and monitoring of departmental budget
3. Client database management and quality control
4. Analyzes data to monitor program goals and staff productivity
5. Ensures high customer service standards and positive experiences for our clients are achieved
6. Implements, monitors, and continually updates operational procedures and approaches to ensure a consistent, positive, and efficient client experience
7. Development and implementation of mechanisms for client input (including client surveys) continually reflecting on our client's experience and how we may improve
8. Creating and managing performance and goals around client engagement productivity levels, (i.e. referrals processed, new enrollments, satisfaction levels, etc.)

9. Development and implementation of program evaluation tools
10. Honor agency policies and procedures
11. All other duties as assigned by the COO or Senior Leadership Team

Required & Preferred 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 healthcare providers to ensure the highest quality of services from a lens of diversity, inclusion and equity
3. An undergraduate degree in a related field; a graduate degree desired
4. Management and supervisory experience with 4-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.) Experience with overseeing CRM databases (e.g. Client Track) and delivery and routing optimization systems (e.g. OnFleet) 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.

Covid 19: We require all employees to be fully vaccinated and provide proof of vaccination upon hire.
Background Check: All employees are required to go through a background check. The final consideration for employment depends on clearing of a background check.

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 toward 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