



Loaves & Fishes Food Pantry, Inc.
2050 Lambs Road, Charlottesville, VA 22901
(434) 996-7868
www.cvillefoodpantry.org

Loaves & Fishes provides nourishing food with respect and dignity to all who seek assistance, while offering robust opportunities for community engagement through volunteerism, partnerships, and nutrition education.

Administrative & Systems Coordinator

The Administrative & Systems Coordinator supports Loaves & Fishes' Executive Director and other staff with administrative tasks and projects, supports human resources activities, maintains information technology, and works alongside other staff in providing excellent customer service. Reports to the Executive Director.

Responsibilities

Human Resources:

- Assist with position postings; review applicant qualifications for interviews; perform new staff onboarding.
- Assist with staff policy development/implementation, employee communications, compensation plan, benefit programs (health insurance and retirement plan).
- Review and update Employee Handbook annually.
- Participate in Human Resource Committee's work on strategic initiatives.
- Coordinate master calendar, schedule Zoom meetings, and plan regular staff meetings.

Information Technology:

- Maintain IT and communications systems including internet/Wi-Fi, phone, video conferencing, and security cameras.
- Manage Microsoft 365 (Outlook email, Word, Excel, SharePoint) and Zoom administrative functions.
- Update and maintain Wordpress website.

Customer Service:

- Register and update customer records in Link2Feed.
- Develop customer appointments, proxy pickup, and delivery lists, and record completed pickups and deliveries in Link2Feed customer management database.
- As part of a small office team, help answer phones and respond to voice, text, and email messages.
- Develop script(s) for off-site volunteers answering phone calls from potential pantry visitors and donors, and transfer phones to volunteers daily.
- Coordinate translations of informational documents for pantry visitors into Spanish, Dari, Pashto, Arabic.

Administrative Support

- Support Loaves & Fishes' board, secretary, and committees by maintaining records, collecting monthly meeting notes and assembling and distributing board meeting packets, and gathering information for prospective board members.
- Bid out and purchase warehouse and office supplies.
- Coordinate vendors and service providers.
- Manage annual registrations and memberships.
- Ensure that staff comply with budget and provide invoices and receipts for purchases.
- Generate and submit monthly inventory and service reports on USDA food distributed to the Blue Ridge Area Food Bank.
- Record monthly inventory in Link2Feed inventory database and generate monthly reports.

Support the Executive Director, Operations Manager, and the organization as needed. Participate and spearhead special projects at the direction of the Executive Director.

Loaves & Fishes is an Equal Opportunity Employer and does not unlawfully discriminate against employees or applicants for employment based on an individual's race, color, national origin, disability, age, religion, gender, sexual orientation, marital status, or veteran status, or any other status protected by applicable law. Whenever possible, the company makes reasonable accommodations for qualified individuals with disabilities to the extent required by law.

Qualifications

- Excellent verbal and written English language communication skills. Ability to communicate in Spanish or another language spoken by Loaves & Fishes' visitors is desirable.
- Customer service background is a plus.
- Experience managing and prioritizing multiple priorities and tasks.
- Strong organizational skills and attention to detail
- Ability to work successfully on own and in a team, and to learn new skills as assigned.
- Proficient in data entry, Outlook, Word, Excel, Sharepoint, and Teams; training can be provided for WordPress, Link2Feed customer and inventory management software, VolunteerHub volunteer management database, and Bloomerang donor database.

Compensation and Benefits

Hours: 40 hours/week, M-F, with occasional Saturdays as needed.

Salary range: \$46,335-\$52,025/year, depending on experience

Benefits: 4 weeks Paid Time Off

Nine paid holidays, plus the week between Christmas and New Year

Health, Dental, and Vision insurance

Retirement plan with 3% match.

To apply, send [application](#) or work experience and contact information to executivedirector@cvilleloaves.org.