Community Outreach Coordinator  
North Valley Food Bank  
Base rate: $16 per hour  
Status: Full time (35-40 hours per week)

Description:
North Valley Food Bank (NVFB) strengthens food security and builds communities in the northern Flathead. Our Community Outreach Coordinator is a self-directed, highly organized, creative and detail oriented individual with experience in marketing and social media strategies, grant management, database software, and customer service. Their role is to manage outreach activities, raise awareness about NVFB’s services and to support our operations and development efforts. They conduct research, draft reports, as well as create and coordinate social media and educational content.

Knowledge, Skills, and Professional Competencies

- Bachelor’s Degree or equivalent in a relevant field
- At least 3 years’ experience working in the nonprofit sector
- Excellent research, written and oral communications skills
- Community minded with strong relationship or “people” skills
- Ability to cultivate and maintain positive rapport with peers, customers, volunteers, and community partners
- Minimum 2 years experience in Marketing, Brand development, Social Media Strategies and Marketing Analytics
- Knowledge and familiarity with food assistance programs/social services as well as community resources and services
- Ability to coordinate resources, as well as analyze and interpret demographic, geographic and other relevant data sets as it relates to the NVFB’s service area
- Ability to work with a diverse group of individuals in a compassionate manner
- Creative and strategic thinking
- Excellent organizational, teamwork and relationship building skills
- Experience with and proficiency in Microsoft Office Suite, Google Workspace, Social Media platforms such as Facebook and Instagram, and design programs including Canva and Adobe Creative Cloud.
- Ability to handle a large volume of confidential information

Position Goals
The main goals of the Community Outreach Coordinator to create and institute an advocacy strategy, develop a marketing plan, and ensure that all North Valley Food Bank stakeholders (board, donors, customers, volunteers, etc.) are informed about food insecurity and the organization’s projects. The Community Outreach Coordinator will also be responsible for building out a system to connect customers with federal benefit programs, especially SNAP and Medicaid.

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Whitefish, MT 59937  
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admin@northvalleyfoodbank.org  
406.862.5863  
Since 1976
Position Duties
This position supports many of North Valley Food Bank’s functions. Thus, the right candidate will be able to manage their time between multiple spheres of work.

Outreach and Advocacy Management
- Build and execute an advocacy strategy for NVFB in coordination with the Executive Director
- Develop and execute annual community outreach and marketing strategies in collaboration with Executive Director and Director of Development
- Lead social media engagement in coordination with Executive Director and Director of Development
- Market and raise awareness for events, workshops, food drives, fundraisers and special programming
- Compile creative and informative monthly digital newsletters and semi-annual reports
- Regularly update NVFB’s website
- Prepare educational resources (i.e. website posts, newsletter articles, live or online presentations) about NVFB projects, food insecurity, and food justice
- Communicate regularly with customers about changes within North Valley Food Bank operations, federal programs, and local opportunities

Executive and Developmental Support
- Support grant writing in collaboration with the Director of Development and the Executive Director
- Support the maintenance of the donor database and preparation of donor mailings
- Support Governance Committee in maintenance of board documents
- Support the NVFB Board with minutes of monthly meetings in collaboration with Board Secretary

Operational Support
- Greet walk-in visitors and answer phone calls from the public
- In coordination with the Director of Operations, develop and implement the Resource Assistance program for all food distribution programs including onsite services and mobile pantries
- Plan and coordinate all Volunteer Resource Assistant training, develop all necessary guidance, and maintain all materials in the Resource office
- Aid volunteer Resource Assistants during store hours, in addition to providing customers support with their SNAP, WIC, and other public benefit applications
- Facilitate partner agency site visits, as well as organize and conduct trainings regarding public benefit
- Support efforts to maintain customer database in accordance with TEFAP guidelines and organizational needs
• Evaluate Resource Assistant program on an ongoing basis

**Physical/Environmental Demands**

The ability to periodically lift up to 50 pounds, bend, twist, and kneel are necessary functions of the job.

**Application Instructions**

Please submit your letter of interest, your resume, and three professional references by January 21, 2022, to Sophie Albert, Executive Director at sophie@northvalleyfoodbank.org. Complete packets only, please.