

Customer Engagement Specialist

The Community FoodBank of New Jersey (CFBNJ) is a non-profit organization whose mission is to fight hunger and poverty in NJ by assisting those in need and seeking long-term solution. It distributes 50 million pounds of food a year to more than 1,000 non-profit programs, as well as more than 400 programs served by its Partner Distribution Organizations (PDOs). More than 4.7 million times a year, someone in need is fed by Community FoodBank of New Jersey's network of partner charities. A designated 501(c)(3) charitable organization, the Community FoodBank of New Jersey is a member of Feeding America, the nation's largest network of food banks, as well as a member of the New Jersey Federation of Food Banks.

The Community FoodBank of NJ is looking for a Customer Engagement Specialist. We are looking for a customer relationship professional to partner with agencies and assist with programs for The Community FoodBank of NJ. This role will report directly to the Director of Agency Relations and is located in the Hillside, NJ office.

In this role, you will address and resolve all issues of the partner agencies assigned in your geographic area within New Jersey. You will be the single point of contact to ensure excellent customer service for our partners while engaging partner agencies in discussion to help improve operational efficiencies. You will also provide administrative operations and support to the Agency Relations Department.

Qualified candidates will have a Bachelor's Degree or equivalent experience. Experience working in a non-profit organization is preferred. Previous experience in customer service is required. 50% travel is required (throughout the State.) Technical aptitude (Microsoft Word and Excel) is essential for success, along with a positive, can-do attitude, excellent communication and interpersonal skills, a high degree of self-motivation and the ability to work well on a team and learn new concepts quickly.

Qualified candidates should send resume and salary history to hrdept@cfbnj.org.