

Customer Engagement Specialist

The Community FoodBank of New Jersey (CFBNJ), a member of Feeding America®, has been delivering food, help and hope across the state for over 40 years. Last year, CFBNJ provided nutritious food for over 47 million meals through its network of more than 1,000 community partners including pantries, soup kitchens, emergency shelters, mobile pantries, and child and senior feeding programs. For our hungry neighbors, the Community FoodBank of New Jersey is the powerful agent of change that fills the emptiness caused by hunger and provides resources that are essential to earning a sustainable living.

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 selfmotivation and the ability to work well on a team and learn new concepts quickly.

Qualified candidates should send a resume to jobs@cfbnj.org.