



The Community Kitchen
37 Mechanic Street, PO Box 1315
Keene, NH 03431
Tel: 603 352 3200

Title: Office Coordinator
Reports to: Director of Operations

I. Organizational Overview

The Community Kitchen was established in Keene, NH in 1983 to ensure that everyone in the community would enjoy the basic human dignity of having access to enough food to eat. For forty years, the organization has offered our neighbors hot meals and take-home groceries along with fellowship, resources referrals, education, and advocacy in support of food security for all. Our current programs, serving the Monadnock Region, are Hot Meals, Pantry, Mobile Food Pantry, Gleaning, and Advocacy.

II. Mission, Vision, Values

Our mission: The Community Kitchen strives to provide nutritious meals and groceries; to educate and empower our guests, community, and partners; and to be a leading advocate to strengthen food security in the Monadnock Region.

Our vision: All people in the Monadnock Region are able to provide healthy nutritious food for themselves and their families.

Our values: Dignity – Everyone is treated with respect, empathy, non-judgment, and confidentiality. We value diversity, equity, and inclusion; Integrity – We earn trust with reliability, consistency, high standards, and quality work; Teamwork – With positivity, helpfulness, interdependence, and solidarity, we work together, within our organization and beyond, to achieve our mission; and Sustainability – We will achieve a sustainable business and lasting impact on community food security with adaptability, resourcefulness, and innovation.

III. The Role

The Office Coordinator at The Community Kitchen is the first point of contact with Pantry guests, visitors, and the general public, providing friendly and knowledgeable customer service to all. This role facilitates the smooth operation of office tasks and routine communications and ensures the orderly management of records and data reporting with an organized flow of daily and periodic tasks.

IV. Duties and Responsibilities

Provide customer service and communications support:

- Receive and direct incoming phone calls, social media communications, and visitors.
- Accept small food donations and deliver them to the Kitchen or Pantry staff.
- Help guests and volunteers with routine inquiries and paperwork.
- Help with greeting and checking in guests on open pantry days.
- Handle routine communications, mailings, and periodic bulk mailings.
- Help maintain displays of signage, notices, calendars, and reference information in public areas.
- Conduct inquiries and make outreach calls or emails.
- Assist in the preparation of quarterly newsletters.
- Reach out to stand-by volunteers to fill last-minute gaps on volunteer shifts.

Provide support in collecting, recording, organizing, and sharing information:

- Help systematize and maintain the orderliness of a shared file system.
- Conduct data entry tasks in organization's databases and spreadsheets.
- Run simple reports and share data with staff as required.

Any other duties deemed necessary for the general operation and success of The Community Kitchen.

V. Reporting Relationships

The Office Coordinator reports to the Director of Operations. This position does not have supervisory responsibilities.

VI. Requirements (Skills, Education, Experience, Physical, etc.)

- Excellent interpersonal skills with a patient, friendly, professional demeanor.
- Familiarity with office technology, including Microsoft 365, Excel, social media, databases, etc.
- Self-motivated problem solver.
- Excellent organizational skills working with databases, physical files, and digital files.
- Flexibility in responding to shifting priorities as identified by organizational leadership.
- Conversant in Spanish and/or French is preferred, but not required.

Please note, the above job description describes the general nature, tasks, responsibilities, and level of work to be performed; it is not meant to be an all-inclusive list of every responsibility, duty, and skill required for the position.

The Community Kitchen is an equal opportunity employer and considers all applications without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, or any other legally protected status.