



Database and Administrative Assistant
Base rate: \$20 per hour
Status: Regular, Part-time, Non-Exempt
15 hours per week

Description

North Valley Food Bank (NVFB) strengthens food security and builds communities in the northern Flathead. The ideal candidate is a self-directed, highly organized, creative and detail oriented individual with experience in database management, nonprofit work, administrative support and customer service. They work closely with a diverse group of individuals in a compassionate manner. Their role is to work closely with the leadership team to support database management, and administration.

Knowledge, Skills, and Professional Competencies

- Community minded with strong relationship or “people” skills
- Ability to cultivate and maintain positive rapport with peers, customers, volunteers, and community partners
- Attention to detail and the ability to maintain and improve efficient database strategies
- Experience with and proficiency in various databases (i.e. CRMs, volunteer or customer databases), Microsoft Office Suite, Google Workspace
- Ability to work with a diverse group of individuals in a compassionate manner
- Creative and strategic thinking
- Familiarity with social services as well as community resources and services
- Excellent organizational, teamwork and relationship building skills
- Ability to handle a large volume of confidential information
- Must have a valid driver’s license and maintain a safe driving record.
- Must have or be willing to obtain a ServeSafe certification

Duties and Responsibilities

- Maintain an organized and effective customer database and all required paper forms in accordance with internal and external standards (MFBN and TEFAP).
- Enter all customer intake forms and weekly assistance, and maintain all associated tracking systems.
- Coordinate data collection, entry and reporting protocols with the Director of Operations.
- Troubleshoot customer database issue with Director of Operations and/or database customer service.
- Through consistent communication with the Director of Operations and Ops Team, maintain an acute awareness of all NVFB services, programs, and overall operations.
- Fulfill one grocery store staff support shift per week.
- Coordinate incoming and outgoing mail and work closely with the Executive Director.
- Support Executive Director with maintenance of organization of the Google Drive, files and other administrative tasks.
- Assist with marketing and planning of events, workshops, food drives and fundraisers.
- Monitor NVFB’s admin email account, answer phone calls and take messages.
- Assist donors and clients at the front door during non-distribution hours.
- Develop and maintain knowledge of all organizational software and databases.
- Prepare large-quantity mailers for distribution (appeal letters, newsletters, party invitations, etc.).