



Meals on Wheels San Diego County Operations Specialist (Full Time)

Hours: This is a full time position with benefits. Monday – Friday 40 hours; Work is required on some holidays and weekends.

Reports To: North County Service Center Director (San Marcos, CA)

Client services duties:

- Handle all communications, including phone calls and emails, courteously and promptly
- Provide accurate information about program services to potential clients and family members
- Process new client intakes and maintain client meal service database
- Conduct client welfare checks and contact client's emergency contacts as needed
- Contact past due clients to receive payments
- Incorporate client information learned on an ongoing basis into database
- Develop and maintain client delivery routes effectively
- Produce required reports
- Communicate client program service needs to area coordinators
- Other duties as required

Volunteer services duties:

- Onboard new volunteers and provide training
- Oversee production of daily volunteer route books
- Manage daily volunteer schedules for meal deliveries, in-office support, and/or special events
- Maintain volunteer database and produce reports as needed
- Monitor mobile app dashboard and compile reports
- Assist with volunteer newsletters
- Assist with creative recruitment and retention strategies for volunteers
- Other duties as required

Qualifications needed:

- Strong verbal and written communication skills
- Proficient in Microsoft Office, Excel, Word and Office and the ability to quickly adapt to new software
- Ability to successfully communicate with elderly and/or disabled people of diverse backgrounds in a positive manner
- Ability to work independently, prioritize work, and to adapt to any emergency needs
- Background check/Livescan clearance
- Proof of Covid vaccine and boosters

All employees: valid driver license and insurance; ability to lift 35lbs with or without special accommodations *Note: This position is considered "Hourly Non-Exempt" by the Fair Labor Standards Act. This organization reserves the right to revise or change duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment. Meals on Wheels San Diego County is an "at-will" employer. Criminal background check, fingerprinting and bonding is required.*