



Job Description: Recipient Services Manager

Organizational Role

The Recipient Services Manager owns and manages all recipient related tasks including intake and assessment, meal program enrollment, route assignments, ongoing management of recipient status changes, advocacy, and referral partner relations. The Recipient Services Manager plays a key role in our organization interacting with our recipients and volunteers in a compassionate, empathetic, and respectful way.

Qualifications

The Recipient Services Manager will have:

- Excellent organizational, interpersonal and problem-solving skills
- Excellent written and verbal communication skills and ability to prioritize
- Ability to work independently while also collaborating with other team members and volunteers
- Good computer skills and ability to learn a new computer system to manage recipient operations
- Provide great customer service to recipients, volunteers, and supporters

Proficiency in the use of computer for: MS Office, web-based applications, ability to learn new systems

Professional Responsibilities

Recipient Services Programs

- Coordinate and conduct the intake process first person, in a timely manner
- Determine appropriate services for each recipient and ensure delivery of needed services
- Ensure route placement processes for new recipients are carried out in a timely manner
- Communicate with Operations and Volunteer Managers regarding individual circumstances and needs of recipients.
- Manage and collaborate with the part-time employee who is focused specifically on awareness and gaining new recipients- this includes presentations, meetings, and potentially events.
- Take ownership and manage ancillary recipient programs- nutritional drinks, holiday gifts, etc.
- Communicate with volunteer drivers regarding recipient updates and concerns
- Communicate with recipient's emergency contact(s) as necessary
- Oversee and manage the placement of recipients on MOW delivery routes and administer the ongoing maintenance and changes to the delivery routes, in a timely manner
- Maintain integrity of recipient data in recipient database, input same data into donor database system, and provide monthly reports for meal and recipient counts
- Follow best practices and always looking for more efficient ways to accomplish our mission
- Collaborate with marketing/communications on messaging
- Help to promote awareness of our services to the community.
- Manage relationships and promote awareness with referral partners:
 - Hospitals
 - Physician offices
 - Home healthcare providers
 - Hospices
 - Local support groups and associations

Personal characteristics

- A motivated self-starter who can multitask effectively, organized, and detail oriented
- Creative thinking, problem solver who takes ownership of situations
- A real "people" person with true empathy for others
- Communicate Effectively: Speak, listen and write clearly. Also speak on behalf of our programs.
- Foster Teamwork: Works cooperatively and effectively with others, have fun, smile, and laugh on a regular basis.

To Apply – Please forward resume and cover letter to George Roberts at groberts@ecmow.org or , East Cooper Meals on Wheels, PO Box 583, Mt. Pleasant, SC 29465. This is a full-time (in person) position with medical insurance reimbursement, 403b, and PTO benefits. Hours: 7am-3pm, M-F. Start Date: June 1, 2024 Salary range \$24-\$26/hour depending on qualifications and experience.