

3rd Avenue Marketplace

Operations Support Specialist — Job Description

Position Title: Operations & Development Support Specialist

Classification: Exempt (40 hours per week) ISIF code – 8810 Clerical

Reports To: Executive Director

Mission Statement

The 3rd Avenue Marketplace works to enrich the lives of Kootenai County residents through food assistance, nutrition education, and access to community services.

A Note to Prospective Candidates

3rd Avenue Marketplace is looking for someone who is genuinely inspired and motivated by our mission and by the impact we have on the local community. We believe this role is an excellent starting point for the right person, someone who wants to do meaningful work today and grow into greater responsibility over time, working closely with the Executive Director to enrich the lives of Kootenai County residents.

Position Summary

The Operations Support Specialist supports the Executive Director in carrying out the organizational goals, objectives, and policies of the 3rd Avenue Marketplace. This role provides administrative, program operations, fundraising, donor development, and volunteer coordination support while ensuring that final decisions, approvals, and organizational direction remain with the Executive Director.

Essential Duties and Responsibilities

Administrative & Office Operations Support

- Answer incoming calls and manage front office communication.
- Receive, sort, and distribute mail.
- Coordinate purchasing and ordering of office and program supplies with approval from the Executive Director.
- Maintain accurate manual and electronic files through consistent and proper procedures and documentation.
- Maintain website updates and accurate information under the direction of the Executive Director.

Donor Development & Communications

- Process and send donor correspondence in a timely manner.
- Maintain and update the donor database.
- Assist in cultivating and maintaining long-term donor relations.
- As needed, communicate to the community through speaking engagements and articles regarding the Marketplace's mission and programs.
- Support relationships with business partners, community groups, grocery partners, and vendors who support Marketplace programs, following direction from the Executive Director.
- Assist with media contacts and spokesperson-related communications as approved by the Executive Director.
- Produce and distribute the quarterly newsletter (March, June, September, and December).
- Proofread, edit, and correct outgoing correspondence, editorials, newsletters, or articles.

- Support the Executive Director with grant research.

Volunteer Coordination

- Ensure a high-quality experience for volunteers, donors, businesses, schools, and service organizations.
- Recruit volunteers for all Marketplace programs as needed.
- Maintain and post the Outlook Volunteer Calendar for all staff.
- Maintain strong communication with staff regarding volunteer status and schedule changes.
- Serve as liaison between volunteers and staff to troubleshoot any challenges.
- Oversee the organization and planning of the annual Volunteer Appreciation Luncheon.
- Work with program staff to create training videos and manuals for volunteers.
- Collect and submit monthly volunteer reports to the Area Agency on Aging.

Senior Programs Support

- Maintain and update social media platforms for Senior Programs.
- Manage monthly billing for the Congregate Lunch Program.
- Track and maintain program data (meals served, billing, and revenue); provide monthly reports to the Executive Director.
- Serve as the primary point of contact with the Area Agency on Aging regarding program billing.
- Coordinate with the Senior Enrichment Coordinator to maintain program calendars for staff and participants.
- Maintain lunch reservations and scheduling for the Café and Flex Room.
- Attend required Senior Program trainings (e.g., ICOA, AAA, Idaho Food Bank Fund).

Congregate Lunch Program (Wednesdays & Fridays)

- Oversee guest registration in coordination with the Area Agency on Aging.
- Collect and prepare lunch menus for distribution and publication; submit menus to CdA Press.
- Ensure accuracy of Café sign-in rosters.

CFSP (Commodity Food Supplemental Program) Operations

- Coordinate assigned Commodity Food Supplemental Program tasks under the direction of the Executive Director.
- Process incoming food shipments and distribute to participants.
- Manage applications and proxy documentation.
- Submit required monthly participant reports to the Idaho Food Bank Fund.

Month-End & Organizational Reporting

- Consolidate all program data into a month-end report for the Executive Director and accountant (due by the end of the first week of the month).
- Assist the Executive Director with all duties related to organizational goals, objectives, and policies.

Job Objectives / Performance Expectations

- Increase office and team effectiveness through consistent collaboration and communication.
- Demonstrate respect for others while fostering a positive, mission-driven team environment.
- Develop a working knowledge of food processing operations to support informed decision-making.

- Provide backup support across operational areas as needed, including market stocking, food processing, guest check-in/registration, and guest services.
- Anticipate the needs of the Executive Director for meeting preparation and special projects.
- Maintain organized and accurate administrative and operational records within assigned areas of responsibility.

Preferred Characteristics

- Honest, trustworthy, and demonstrates high integrity and ethical standards.
- Professional, personable, and friendly in every interaction.
- Comfortable working with individuals from diverse social and economic backgrounds.
- Exercises sound judgment in all decisions and actions.
- Self-motivated and collaborative; gives clear instruction, can train others, and works well with minimal supervision.
- Flexible, dependable, punctual, and non-judgmental.
- Consistently follows organizational policies and direction from the Executive Director.
- Demonstrates commitment to and support of the organization's mission.

Qualifications and Experience

- Strong professional communication skills (in-person, phone, written, and social media).
- Previous experience in a nonprofit and/or human services organization preferred (minimum one year or equivalent combination of experience).

Physical Requirements

- Ability to lift up to 25 pounds regularly.
- Ability to sit or stand for extended periods.
- Ability to walk, bend, twist, reach, push, and pull as needed throughout the workday; some duties take place on concrete floors.
- Comfortable completing all tasks, including light housekeeping tasks.

STAFF SIGNATURE: _____

DATE: _____