

Support Coordinator

Part-Time: 25 hours a week

Reports to: Devonye Mullins, Program Manager

Salary: \$15/hr

Location: Omaha, NE (9100 F St. Suite 100)

Start Day: August 1, 2022

Education Requirements: Bachelor's Degree preferred

About: Nebraska Diaper Bank (formerly The Life House) provides diapers through collaborative partnerships to change lives and empower families in need. Diapers are basic needs for families in the U.S.; as essential to their health and well-being as shelter and clothing. Yet 1 in 3 families in Nebraska struggle to afford enough clean diapers. Households who are considered food insecure also have a high rate of diaper need for babies in their home. Nebraska Diaper Bank's goal is to eliminate the existence of diaper need in the community so that all babies can be happy, healthy, and safe. We were started in September of 2014 and have been experiencing rapid growth and success since then.

Essential Duties

Administrative

- Greet all visitors and provide tour, when appropriate
- Field phone calls and return voicemails.
- Respond to general emails and schedule some appointments
- Accept deliveries during business hours
- Organize incoming and outgoing mail
- Purchase office and other business supplies as needed

Program

- Assist with filling monthly partner agency orders.
- Assist with monthly partner agency pick up.
- Occasionally assist with volunteer groups, especially larger ones.
- Manage community diaper drives by answering questions, providing information or documents, scheduling deliveries of donated product, and sending thank you notes.

Development

- Assist in processing check donations by ensuring they are properly recorded in our systems.
- Assist with mail campaigns, addressing envelopes and writing thank you's to donors
- Curate content for the monthly newsletter
- Create content for social media

- Update website content as needed

Skills needed:

- Attention to detail
- Excellent written and verbal communication skills
- Excellent customer service skills
- Proven ability to manage multiple duties and priorities in deadline-intensive situations
- Willingness to learn new systems and processes
- Experience with Excel
- Experience with Google Drive
- The ability to handle conflict, confrontation, and uncomfortable situations head-on and with grace
- Should be able to lift, carry, push, and pull up to 30 pounds and stand or walk for extended period of times
- Ability to operate a pallet jack (we will train you)
- Able to flourish in a creative team environment as well as operate independently
- Ability to communicate our mission, vision and values

Schedule and Flexibility:

Our Support Coordinator will need to be in the office Monday through Thursday from 9am to 2pm. One Saturday a month with occasional evening and weekend hours. We are closed between Dec. 25th and Dec. 31st.

Benefits: This position is an opportunity to join a new and quickly-growing nonprofit in Omaha. Our board of directors, donors, and volunteers are very hands-on and energized around the success of Nebraska Diaper Bank. A flexible schedule, 403(b) retirement plan, generous vacation time and company holidays are offered as well.

Questions? Tegan Reed: tegan@nebraskadiaperbank.org

To Apply: Email your cover letter and resume to tegan@nebraskadiaperbank.org

**** Nebraska Diaper Bank does not unlawfully discriminate internally (in its administrative and program operations) or externally (in provision of services) on the basis of race, political orientation, religion, gender, sexual orientation, age, national origin, ethnicity, ancestry, marital status, veteran status, or mental or physical disability or any other status prohibited by applicable law.