



Client Services Associate (Part-Time)

Neighbors in Need (NIN) is a community-based nonprofit working to reduce hunger and food insecurity across Greater Lawrence. We ensure that individuals and families have access to healthy food and basic necessities with dignity, respect, and privacy. Through neighborhood-based mobile food pantries and essential needs programs, we serve our community each week with the support of dedicated staff and a large network of volunteers.

Position Overview

The Client Services Associate plays a key frontline role in connecting community members to NIN services. Working closely with the Diaper & Delivery Manager and Food Pantry Coordinator, this position supports client registration, communication, and service delivery across both food and diaper programs. This is a **part-time, non-exempt position** scheduled for **5–15 hours per week**, with variable hours based on pantry schedules and organizational needs. **Tuesday afternoon/evening availability is required.** There is an optional opportunity to expand hours (up to ~25 hours/week total) by combining this role with a seasonal Volunteer Coordinator internship from May–August.

Key Responsibilities

- Provide direct service to clients at food and diaper pantries alongside staff and volunteers
- Respond to client inquiries via phone, text, and email (English and/or Spanish)
- Support client registration and maintain accurate records in the NIN database
- Communicate with food delivery volunteers regarding schedules and routes
- Assist in coordinating and updating food delivery routes
- Use translation tools (e.g., Google Translate) as needed to support client communication

Qualifications

Required:

- Commitment to NIN's mission and serving diverse communities with dignity and respect
- Strong organizational skills and attention to detail
- Comfort with phone, text, and email communication
- Proficiency with Google Workspace (Sheets, Forms, Docs) and basic digital tools
- Ability to work both independently and collaboratively with staff and volunteers
- Must be at least 18 years of age
- Reliable transportation to pantry locations in Greater Lawrence

Preferred:

- Bilingual (English/Spanish) and/or bicultural experience

- Experience in customer service, human services, or community-based work
- Comfort working in both in-person and remote environments

Work Environment

This role is an in-person position.

Compensation & Benefits

- Hourly rate: **\$15–\$19/hour**, based on experience and qualifications
- Paid sick time provided in accordance with Massachusetts law
- Additional paid time off and holidays offered per organizational policy
- 401(k) retirement plan available

Equal Opportunity Employer

Neighbors in Need is an equal opportunity employer and does not discriminate on the basis of race, color, religion, creed, gender, national origin, age, disability, marital status, veteran status, sexual orientation, gender identity, or any other protected status under applicable law.

If interested in the position, please email Lisa Smith, Executive Director a resume and cover letter at lisa@needfood.org.