**Second Harvest Food Bank Santa Cruz County**

**CalFresh Intake Assistant**

**NON-EXEMPT**

Second Harvest Food Bank provides over 8 million pounds of food assistance annually, to over 55,000 people per month, through its network of 200 member agencies and programs. By increasing access to healthy food, Second Harvest is making a profound impact towards growing a healthier community.

**JOB SUMMARY**

*Reports to:**Director of Community Outreach*

The CalFresh Intake Assistant is an integral part of the Community Outreach team; helping to do client intakes in person and over the phone, and providing office support to the Outreach Team.

Administrative Support to the Team

* Arranging meetings between clients and their case worker when they walk-in or call wanting an appointment.
* Provide assistance with data entry and documentation for CalFresh applicants.
* Use computer to generate files and manipulate data, utilizing spreadsheet and word processing tools.
* Prepare correspondence, tracking, reports, forms and schedules; proofreads typed and other materials for accuracy, completeness, and correct language usage.
* Assist in the planning and coordination of the annual CalFresh Forum and other outreach events.

CalFresh Application Assistance

* Provide application assistance to applicants, over the phone and in-person.
* Explain and apply complex regulations and policies governing eligibility for public assistance programs
* Pre-screen clients by conducting interviews, to timely and accurately determine eligibility for CalFresh, using technology as required and appropriate.
* Instruct CalFresh applicants/recipients on how to utilize the County's computer- and telephone-based automated benefits access / information systems.
* Follow-up with clients to remind them of upcoming appointments or deadlines to submit documents for assistance.

Customer Service

* Serve as the face of the food bank, representing the agency with a high level of customer service both in the office and in the community.
* Develop and maintain effective working relationships and deals tactfully, cooperatively, and effectively with staff members, volunteers, agencies, community organizations, clients, and potential donors.
* Communicate effectively and respectfully with people of different racial, ethnic and cultural groups, different backgrounds and lifestyles; demonstrates knowledge of and sensitivity to their needs.

Other duties as required.

**QUALIFICATIONS**

Education and Experience

One to two years’ experience working with as an administrative assistant or receptionist. Experience working with low-income clients, or in a government, nonprofit or faith-based organization is preferred, as is familiarity with social services, community resources, and benefit programs.

Knowledge/Skills/Ability

* Bilingual English/Spanish required.
* Strong organization skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
* Excellent Microsoft Excel and Outlook skills, and strong skills with the Microsoft Office Suite generally.
* Ability to maintain high level of confidentiality at all times.
* Ability to communicate effectively and respectfully with people from different racial, ethnic, and cultural groups and from different backgrounds and lifestyles.
* Ability to organize work, to set priorities, to exercise independent judgment, and to demonstrate flexibility in balancing the needs of various programs and staff.
* Ability to demonstrate a high degree of accuracy in data entry and database work.
* Occasional weekend work required.

Physical Requirements

* Able to hear conversations on the phone and in person.
* Able to see to read reports, documents and manuals.
* Bi-manual dexterity and able to use a computer keyboard.
* Able to safely lift or carry items weighing up to 20 pounds.

# OTHER REQUIREMENTS

* Must have access to a motor vehicle, as well as valid auto insurance coverage, for occasional driving on the job.
* Must have valid California Driver’s License and a satisfactory driving record, as documented by a current MVR (will be obtained by the Food Bank’s insurance carrier).
* It is the responsibility of all SHFB personnel to participate in our Food Safety/Food Defense programs.

**Job Details:** This is a full-time, non-exempt (hourly) position, working 40 hours per week. Benefits include health, dental and vision insurance; life, long-term disability, AD&D, and long-term care insurance; 403b retirement fund; and generous paid time off.  Starting salary is $17.00 per hour, paid biweekly.

**To Apply:** Please submit a resume by 1/4/19 to [hiring@thefoodbank.org](mailto:hiring@thefoodbank.org).

SECOND HARVEST FOOD BANK SANTA CRUZ COUNTY   
IS AN EQUAL OPPORTUNITY EMPLOYER.

Second Harvest Food Bank does not discriminate because of race, religion, religious creed, color, age, sex, sexual orientation, gender (including gender identity and gender expression), national origin, ancestry, marital status, medical condition, physical or mental disability, military service, veteran status, pregnancy, childbirth, breastfeeding and related medical conditions, genetic information, genetic characteristics or any other legally protected status. The Food Bank also does not discriminate based on the perception that anyone has any of these characteristics, or is associated with a person who has (or is perceived as having) any of these characteristics.