

# San Antonio Food Bank

## Job Description



**Position Title:** *Social Services Rural Help Center Representative*

**Accountable to:** *Assistant Manager*

### **JOB STATEMENT:**

Responsible for the providing of client assistance in a Call Center environment. Calls and walk-in clients are handled efficiently and with a high degree of professional compassionate service. Effectively works within a team environment to insure expeditious completion of client services.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to meet and perform essential functions of this job responsibility/duty consistently. Provide timely reports, feed back to appropriate personnel and represent a professional and helpful presence at all times and ability to adapt to programmatic changes to daily procedures.

### **OBJECTIVE :**

- Employee must be able to perform each responsibility/duty consistently and within satisfactory program standards. Services all incoming/outgoing calls and face to face client assistance relative to service delivery standards and general inquiries relative to the Social Services department.
- Responsibilities
  - Support, demonstrate and incorporate San Antonio Food Bank Mission Statement, Vision and diversity goals into each job responsibility
  - Support teamwork and call center success.
  - Maintain regular and punctual attendance.
  - Calls are serviced professionally per the established criteria.
  - Communicate clearly and effectively with all pep's (potentially eligible participants)
  - Promote good listening skills
  - Manage length of calls
  - Confer with supervisor and co-workers to research client problems and find solutions
  - Utilize existing channels of direct assistance to include call back information provided by management staff.
  - Assist with completion of quality application form for all SAFB federal benefit programs and food assistance referral.
  - Assist client to gather all required documentation, if necessary.
  - Comprehensive screening provided for all federal benefits and all appropriate SAFB programs
  - Knows and applies provided up-dated federal benefit policy revisions/modifications.

- Demonstrate a thorough knowledge of all aspects of department operation
- Submit completed applications for HHSC delivery within the appropriate designated time frame.
- Read, respond and be responsible for information relayed via e-mail communications from SAFB staff and caseworkers.
- Accurate and timely data entry of client information into database.
- Ability to adapt to technology system up-dates for the purpose of improving work efficiency and improve client service
- Attainment of assigned all assigned goal to include but not limited to households served, services and call system requirements.
- Attend and actively participate in all SAFB training and employee meetings
- Attend assigned education sessions, pre-screening sessions, and/or information booths at locations frequented by low-income persons.
- Initiate, develop, and maintain a working partnership with agency and community social workers/caseworkers.
- Provide excellent service to client referrals and provide client up-date to appropriate referral source with designated timeframe.

**Qualifications:**

- ❑ College degree in relevant field or equivalent work experience.
- ❑ Knowledge/exhibited compassion of hunger & poverty issues.
- ❑ Excellent written and verbal communication skills. Bilingual-English & Spanish (Preferred)
- ❑ Skills in computer applications i.e. word processing and database management.
- ❑ Ability to work independently with minimum supervision.
- ❑ Ability to organize work, time, and self, attention to detail, accuracy, and meeting of deadlines.
- ❑ Ability to work cooperatively with other Food Bank staff and volunteers.
- ❑ Ability to present a professional demeanor under a variety of conditions.

The above statements are intended to describe the general nature and levels of work to be performed and are not intended to be an exhaustive list of all responsibilities and duties.

**Please email resumes to [sjones@safodbank.org](mailto:sjones@safodbank.org)**