

Participant Services Specialist (Bilingual)

Department: Agencies & Programs
Reports To: Programs Manager
Status: FT, Hourly, Non-Exempt, Flex

Job Summary

The Participant Services Specialist is the first point of contact for participants coming to Community Food Share's onsite direct distribution programs, including Feeding Families, The Emergency Food Assistance Program (TEFAP), and Stop Gap Food Visits. With support from the Programs Manager, the Participant Services Specialist takes the lead in providing excellent customer service through creating a warm, welcoming and inclusive environment to all participants who visit Community Food Share. The Participant Services Specialist establishes and maintains consistency across program messaging and eligibility requirements and manages new enrollments. The Participant Services Specialist builds relationships with participants and refers them to agencies and additional resources as needed.

Essential Responsibilities

Program Administration

- Demonstrates exceptional interpersonal relationship skills with diverse participants.
- Prioritizes customer service.
- Keeps all participant information and data confidential.
- Enforces program guidelines for participants, staff, and volunteers. Assists Programs Manager with communicating any program updates or changes.
- Collaborates with Programs Manager to plan and implement Feeding Families program re-enrollment. Supports Programs Manager with training for staff and volunteers in preparation for re-enrollment.
- Supports Programs Manager with community outreach and events. Able to speak about Community Food Share distribution programs proficiently.
- Responsible for answering email, phone, and walk-in inquiries about distribution programs.
- Provides a thorough intake process for each new participant; which may include assistance in completing applications, resource education and referral, and shopping orientation.
- Receives new program participants and processes new enrollment forms. Receives and manages referral letters received through WIC, Wild Plum, Head Start, etc.
- Acts as the first point of contact for participant complaints, shopping rule violations, and general participant issues. Escalates to Programs Manager as needed.
- In collaboration with the Programs Manager, finds ways to evaluate programs and improve customer experience and services.
- Coordinates, directs and trains volunteers as needed to assist with check-in and intake processes. Communicates volunteer needs and concerns with Volunteer Department. Trains all new volunteers on BCC and provides ongoing support for training.
- Assists with nutritional programming and education as required by Programs Manager and Research & Special Projects Manager; including but not limited to—working with nutrition volunteers and interns, Cooking Matters, and other relevant parties.
- Assists with implementation of nudges and promotion of healthy choice foods. Assists with weekly posting of relevant recipes and healthy choices signage.
- Assists Programs Manager with translation of flyers, website, and other materials.

- Responsible for data entry in Boulder County Connect (BCC) for all onsite distribution programs. Solicits support from Programs Manager or volunteers as needed.
- Responsible for maintenance and filing of TEFAP log sheets.
- Follows and enforces established safety guidelines to ensure the safety of co-workers, volunteers and visitors.
- Follows safe food handling procedures.
- Ensures Feeding Families lobby and check-in desk is clean, organized, stocked and ready for participants each day.
- Executes administrative tasks and general office duties for the Programs Department which may include updating documents, data entry, photocopying, filing, and other light clerical work.

Program Support and Operations

- Assists Programs Manager in maintenance of resources and referrals matrix. Stays up to date and educated on partner agencies' services and other local resources.
- Assists Programs Manager with updates to materials and community listings that share information about Community Food Share programs; such as 211, Longmont Senior Services booklet, etc.
- Assists with Mobile Pantry and Elder Share operations as needed; traveling out with other employees to support the re-enrollment/certification process as needed.
- Performs other duties when needed to support the entire effort of the Operations Department and/or Community Food Share. Supports the Onsite Distribution Coordinator, Director of Community Collaboration, Programs Manager, Agency Relations Manager, Research & Special Projects Manager, Distribution Support Specialist and fellow staff as needed.
- With direction from the Onsite Distribution Coordinator or Programs Manager, assists with warehouse, product, and cleaning tasks as needed throughout the week.

Travel

- Travel locally in service area may be required, as well as occasional overnight travel for events and conferences.
- Travel to and from Mobile Pantry operations or Elder Share sites may be required.

The above is a fair representation of the duties and responsibilities for this position but is not meant to be all inclusive. Other duties may from time to time be assigned at the discretion of the Programs Manager and/or Director of Community Collaborations.

Qualifications & Skills

Alignment with Community Food Share's mission and a compassionate appreciation for hunger issues are essential to the successful performance of all responsibilities. The requirements listed below are representative of the knowledge, skills, and/or abilities required to successfully perform the essential functions of this job:

Education and Experience

- Associate's degree or Bachelor's degree in social work, human services, public health, or other related field of study. Significant experience may be a substitute for education.
- Three to five years' experience working with individuals and families in a social work, human services, or related field.
- Experience in customer service strongly preferred.
- Experience supervising staff and/or volunteers strongly preferred.
- **Bilingual required; must be fluent in both English and Spanish, with the ability to read, write, speak and translate Spanish and English.**
- Must possess a valid Colorado Drivers' license and maintain a good driving record and acceptable MVR.

Skills and Abilities

- Ability to use tech and computers to advantage.
- Ability to keep up in a fast-paced, physically demanding environment.
- Ability to communicate effectively and professionally with stakeholders, volunteers and other employees.
- Ability to complete forms and write routine reports.
- Competent data entry skills and database management skills.
- Ability to understand warehousing logistics, inventory, and work flow.
- Basic math competency is a must.
- Highly defined organizational and time management skills.
- Ability to multi-task, and work under pressure.
- Ability to read, write, speak and translate in Spanish and English is required.

Knowledge

- Successfully complete safe food handling training (ServSafe).
- Knowledge of Boulder County Connect (BCC) database.
- Proficiency with Microsoft Office Suite, including Outlook, Excel, Word and PowerPoint.
- Training on warehouse equipment and trucks.
- Aware of OSHA, AIB and Feeding America rules and regulations.
- Knowledge of CFS Food & Occupational Safety Rules.

Behaviors

- Personable.
- Flexible and adaptable.
- Attentive to detail.
- Commitment to and passionate about the organization's mission and vision; persuasive and tactful communicator.
- Delivers a message without agenda.
- Uses good judgment and discretion.
- Possesses strong ethical character.
- Works cooperatively and effectively with other CFS staff and volunteers in a collaborative environment.
- Self-reliant, good problem solver, results oriented.
- Provides excellent customer service to internal and external stakeholders.
- Gives and receives feedback in a respectful and productive way.
- Represents CFS in a professional manner at all times under a variety of conditions.
- Works independently with minimal supervision.
- Maintains safety as a priority at all times.
- Manages conflict.
- Seeks additional personal and professional development.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, stand, bend, kneel, push, pull, stoop, climb ladders, balance, walk for extended periods of time; use hands to finger, grasp, carry, handle, or feel; reach with hands and arms above the shoulder; be able to taste and smell; and hear with or without aid. The employee may lift, leverage, and/or move up to 50 pounds repetitively. Some light travel with mobile pantry operations, or other business-related needs could be required. Specific vision abilities required by this job include close vision, peripheral vision, depth perception and distance vision.

The physical demands described here are representative of those to be met by an employee to successfully perform the essential functions of this job. This listing may not cover all conditions an employee may encounter in the performance of the essential functions of this position.

Interpersonal Skills

Alternative or combined skills in understanding, counseling, and/or influencing people are important in achieving organizational objectives, causing action, understanding others, or changing behavior. Skills of persuasiveness, influence or assertiveness, sensitivity to the point of view of others, as well as generational and cultural competency and awareness are requisite to success in this position

Work Environment

Community Food Share operates in a working warehouse environment. The majority of these duties (a minimum of 30% of the employee's time) may be performed within the warehouse setting, where standing, carrying, pushing, pulling, and walking for long periods of time may be expected. While performing some of the duties of this job, the employee may be exposed to wet and/or humid conditions and moving equipment. The employee may be exposed to high, precarious places; outside weather conditions; and extreme cold in the walk-ins. The noise level in the work environment is usually moderate but may be loud with machinery and equipment in operation. About 70% of the duties of this position may be performed in an office setting, where the employee could be required to sit for long periods and operate computer and telephone equipment. Travelling to and from mobile pantry sites, or for other business-related needs, may or may not be in company vehicles.

The work environment characteristics described above are representative of those an employee encounters while performing the essential functions of this job. This listing may not cover all aspects of the warehouse/office environment which an employee performing the essential functions of this position could encounter.

Reasonable accommodations may be made to enable qualified individuals to perform the essential functions of this position.

Pay for this position starts at \$16.00/hour.

For the right person, we offer competitive pay and great benefits, including

- 20 days paid time off annually
- 9 paid Holidays annually
- 95% paid health insurance
- 100% paid dental insurance, life and disability insurance
- Matched Simple IRA

To apply for this position, please send a resume and cover letter via email to careers@communityfoodshare.org