

# Channel One Regional Food Bank

## Job Opening



**TITLE:** Food Shelf Intake Coordinator  
**DEPARTMENT:** Programs  
**SUPERVISED BY:** Community Access Manager  
**# OF DIRECT REPORTS:** None  
**STATUS:** Non-exempt  
**HOURS:** Full-time or part-time 20-40 hours/week  
Schedule is generally between the hours of 8 am and 6 pm M-Th and 8 am to 1 pm Friday.

### **Job Summary**

The Food Shelf Intake Coordinator provides a positive, welcoming experience for our food shelf shoppers at the Welcome Desk. This position is responsible for providing outreach, direct support, and caseload management for assigned food assistance programs including TEFAP (The Emergency Food Assistance Program) and CSFP (The Commodity Supplemental Food Program) by determining eligibility and enrolling and re-certifying participants in person and over the phone.

### **Primary Responsibilities**

Regular, scheduled coverage for Food Shelf Welcome Desk.

1. Provide a welcoming environment for food shelf shoppers, greeting each with consistent support messages
2. Check in, register and/or re-register shoppers to record and track household visits using Link2Feed or another assigned database.
3. Secure interpretation and support for shoppers with Limited English Proficiency as needed or requested.
4. Provide real-time outreach and information on other food assistance program options (i.e., CSFP, home delivery, etc.).
5. Provide food shelf floor support as needed, including staffing the market counter and assisting with food shelf stocking.
6. Monitor supplies of bags, boxes, shopping carts, and other shopper needs.
7. Perform and assist with food shelf maintenance as needed, including sweeping, garbage removal, cooler doors and shopping cart cleaning, etc.

### **Other**

8. Attend all required meetings and training sessions.
9. Perform other related tasks as needed or assigned.

### **Education and Experience Requirements**

- High school graduate or equivalent required
- Human service experience helpful
- Strong customer service skills required
- Ability to work with and serve a diverse population. Bilingual language skills desired (Spanish, Somali, Arabic, Cambodian or other)
- Computer proficiency, data entry experience and ability to learn specialized programs required. Strong attention to detail, time management, and ability to handle multiple tasks needed

### **Physical Requirements**

- Sitting for prolonged periods of time
- Intermittent periods of standing, walking, bending, lifting as needed
- Ability to lift up to 40 pounds periodically.

**Behaviors and Traits**

- Strong team player with positive communication skills
- Non-judgmental, positive attitude; able to maintain confidentiality and preserve shopper dignity.
- Ability to recognize potential customer conflicts and elevated shopper encounters and call for assistance if needed.
- Must possess a sincere desire to strength food access and build healthy communities by supporting with dignity people experiencing food insecurity.

**Wage and Benefits**

Starting wage: \$18.25/hour

Benefits include:

- Health Insurance
- Company paid Employee Dental Insurance
- Company paid Employee Life and LTD Insurance
- 401(K) with employer match
- 9 Paid Holidays
- Paid Vacation and Paid Sick Leave
- 30 Minutes paid lunch breaks