

Client Services Associate (Front Desk)

Are you looking for a job which showcases your amazing customer service skills? Do you want to put your skills to use for the greater good of your community? Are you experienced with multitasking? Do you enjoy greeting visitors and making people feel welcome? If so, Alameda County Community Food Bank could be looking for you as our next **Client Services Associate!**

Reporting to the Outreach Partnerships Manager, the Client Services Associate is the first point of contact for people visiting ACCFB or calling us with questions. The role requires someone who is willing to learn and become an expert on the Food Banks services and programs — everything from CalFresh eligibility, to our network of nonprofit partners, to what kind of donations we can and can't accept — who is able to respectfully provide information to clients from a wide range of backgrounds, ethnicities, and demographics. You will work closely with internal departments at the Food Bank and provide backup and assistance to various programs and events when needed.

Alameda County Community Food Bank is a well-established and multi-faceted organization that has been at the forefront of hunger relief efforts for 35 years. As one of the most efficient direct-impact organizations in the country, few nonprofits are as well-respected — or have a bigger impact on the community — as us. We are a dedicated group of mission-driven people who serve 1 in 5 county residents and will provide enough food for 30 million meals this year. But that barely scratches the surface of all our work. We're changing lives ... we're forward thinkers who encourage innovation ... we're proud of our work ... and we're having fun doing it!

With our new strategic plan, we are setting a bold trajectory for the long-term work required to dismantle the systems that perpetuate poverty, including racism. Our staff regularly engage in conversations about race, class, power and privilege as part of our organizational commitment to equity, diversity and inclusion. Please learn more about our efforts at www.accfb.org.

KNOWLEDGE, SKILLS AND ABILITIES

Required Competencies

- Native-level fluency in both English and Spanish required.
- Strong interpersonal and diplomacy skills; demonstrated ability to interact positively with a wide array of individuals, colleagues and partner representatives.
- Excellent customer service skills, including but not limited to empathy, tact and patience.
- Ability to multi-task, remain calm and courteous under pressure, and navigate tense situations.
- Interest in and willingness to learn the eligibility rules and regulations of the CalFresh Outreach Program.
- Superb written and verbal communication skills.
- Highly organized with exceptional attention to detail.
- Ability to develop and maintain collaborative and professional relationships.
- Intermediate computer skills, including proficiency with the MS Office Suite (Word, Excel, Outlook) and experience with data entry and reporting in relational databases.

Preferred Qualifications

- At least one year of work experience in an office setting. Experience managing a busy reception area a plus.
- Experience with screening for CalFresh eligibility.
- Experience in a social services or nonprofit environment with a variety of stakeholders and deeply rooted community values. Experience as the face of a direct service organization preferred.

PERSONAL ATTRIBUTES AND VALUES

- Passion, enthusiasm, focus, and creativity around Alameda County Community Food Bank's vision, mission and values of community, leadership, transparency, innovation and diversity.
- Ability to speak to and work with people of diverse economic and cultural backgrounds in a compassionate and respectful manner.
- Excellent judgement; impeccable integrity and honesty; able to handle confidential information responsibly.
- Strong work ethic with an orientation toward action, innovation and process improvement.
- Service orientation; ability to work both independently and in a collaborative team environment.

PHYSICAL REQUIREMENTS

This work is located in an office environment. Physical activities necessary in the performance of this job include: Ability to sit at a computer workstation for up to five hours at a time; ability to move throughout the 118,000 sq. ft. food bank facility in performance of duties; ability to bend, lift and carry up to 30 lbs. on occasion; ability to interpret instructions and questions when asked; ability to operate computer and phone equipment.

COMPENSATION AND BENEFITS

This is a full-time, non-exempt position working Monday through Friday, 8:30 a.m. to 5:00 p.m. (7.5 hour workday, 1 hour unpaid lunch). ***Please note that there is no flexibility around these hours.*** The non-negotiable starting salary for this position is \$22.96 per hour (approximately \$44,770 per year). We offer an outstanding benefit package including:

- Medical: ACCFB pays 100% for employees and 93% for dependents for our Kaiser HMO. Buy-up options to Blue Shield HMO and PPO plans are available.
- Dental: 100% employer-paid for employees and their dependents.
- Vision: Paid by employees.
- Paid time off, starting at: 10 vacation days, 12 sick days, 11 holidays, and four paid early closures annually.
- Pre-tax Flexible Spending and Commuter Accounts.
- Employer-paid life, A&DD & LTD insurance, as well as buy-up options for increased coverage.
- 403(b) plan available on the first day, with employer match after one year. Fully vested at three years.
- Employee Assistance Program for employees and dependents.
- Free ongoing 1:1 financial coaching and access to an interest, service fee and credit requirement-free short-term loan program after six-months on staff.

If you meet these qualifications and want to join our mission, please submit your resume and answer the application questions on our Careers page at <https://www.accfb.org/about-us/careers/>

Alameda County Community Food Bank honors our differences and is committed to creating a workplace that celebrates and reflects the diversity of our Community. Applicants who contribute to this diversity are strongly encouraged to apply. This position will support and explore opportunities to broaden and deepen engagement in our Community. ACCFB provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, ACCFB complies with applicable state and local laws governing nondiscrimination in employment in every location in which the ACCFB has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

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