



## SMUD EnergyHELP Representative

Sacramento Food Bank & Family Services (SFBFS) welcomes people of all backgrounds and circumstances, providing a judgement-free zone for individuals and families throughout Sacramento County. A staff of more than 80 and several thousand volunteers take our mission of fighting food insecurity one step further by offering education and support for families wanting to shape their best tomorrow. More information is available at [www.sacramentofoodbank.org](http://www.sacramentofoodbank.org).

### POSITION DESCRIPTION

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The SMUD EnergyHelp Representative administers SMUD EnergyHelp Bill Assistance on behalf of SMUD to pre-selected clients, opens daily mail and answers telephones.

The SMUD EnergyHelp Representative will (including but not limited to):

- Serve as main point of contact for SMUD EnergyHelp
- Utilize the SMUD agency portal for appointment process
- Schedule and conduct appointments on a daily basis
- Collect and submit required reporting information to SMUD on a monthly basis
- Maintain organized and up-to-date file for all paperwork and correspondence
- Ensure that SFBFS is in compliance with all processes and procedures required by the program
- Answer phones explaining services, hours and classes
- Open, sort and log daily mail
- Assist with special event administrative correspondence and tasks as needed
- Other duties as assigned

### MINIMUM SKILLS AND EXPERIENCE REQUIRED

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- High School diploma or equivalent, some college coursework desired
- Knowledge of Microsoft Office programs including Outlook, Word, Excel, PowerPoint
- Robust data entry skills
- Bilingual English/Spanish - Mandatory
- Ability to work harmoniously with staff members, donors, volunteers and clients; customer service skills
- Ability to work independently with little supervision
- Good written, oral and organizational skills
- Experience working in social services

### POSITION DETAILS

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- Full-time, non-exempt position; Monday - Friday; occasional weekends and holidays as needed
- SFBFS' Family Services campus location
- Comprehensive benefits including medical/dental/vision/life/AD&D/LTD/retirement and more

Applicants must submit resume, cover letter (in both English and Spanish), [SFBFS' employment application](#) (found here: [www.sacramentofoodbank.org/employment](http://www.sacramentofoodbank.org/employment)) which should include three professional references to [employment@sacramentofoodbank.org](mailto:employment@sacramentofoodbank.org) for consideration. **No phone calls please.**