



Enrollment Specialist, Client Voice

Do you...

- Understand the daily needs of — and care deeply about — low income communities in Alameda County?
- Relish the opportunity to be out and working in these communities every day?
- Are you proactive and self-motivated, and a stickler for details?
- Do you want to be a part of one of the Bay Area's top nonprofits' — and a nationally recognized leader in hunger relief — mission towards a more nourished Alameda County?

If this has you excited, Alameda County Community Food Bank could be looking for *you* as our Temporary Enrollment Specialist for the Client Voice Project. As a member of the Programs Department this position will report to and assist the Client Voice Project Manager by ensuring proper systems are in place to provide effective daily flow of project activities —primarily by collecting client information, data entry and records management in support of the Project. **This is a full-time, temporary position with a one-year contract term.**

WHAT IS CLIENT VOICE?

Client Voice is a multi-year project that is central to our Strategic Plan. Launched by ACCFB in the fall of 2018, it is an innovative research initiative designed to give the Food Bank and our network of community-based organizations and direct distribution partners better insight into who our clients are and how we can best serve them. Through the rollout of a cloud-based case management and data analysis platform.

ABOUT ACCFB

Alameda County Community Food Bank has achieved notable success in recent years — and is currently responding to an incredible increase in need in our community due to the pandemic and recession. Even with a passionate network of 420+ agency partners serving more clients — and distributing more food — than ever before, we've expanded our services even further to meet the growth in need.

Our organization's success is built on bold decision-making, a culture of equity and inclusivity, and an environment that embraces innovative thinking to create a healthier, more prosperous and just community *for all*. With our latest 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

- Intermediate computer skills.
- Excellent customer service skills to ensure empathic response in a timely manner.
- Valid California Class C Driver's License, insurable driving record, and reliable access to a vehicle.
- Ability to set and meet deadlines
- Excellent attention to detail
- Good organization skills to prioritize and handle multiple tasks
- Strong Written/Verbal Communication skills

Preferred Qualifications

- Experience with MS Office Suite (Outlook, Word, Excel, SharePoint) and Zoom.
- Experience with case management or data entry in database software preferred. Experience with Oasis Insight, Link2Feed, or CharityTracker a plus.
- Bilingual in English and Cantonese and/or Spanish.
- Knowledge of communities and services in Alameda County.

PERSONAL ATTRIBUTES AND VALUES

- Passion, enthusiasm, focus, and creativity around Alameda County Community Food Bank's vision, mission and values of community, leadership, transparency, diversity, and innovation.
- Impeccable integrity and honesty.
- Strong work ethic with an orientation toward innovation and process improvement.
- Service orientation with the ability to work both independently and in a collaborative setting.
- Ability to speak to and work with people of diverse economic and cultural backgrounds in a compassionate and respectful manner.

PHYSICAL REQUIREMENTS

This work is located in both an open office environment and community settings. Physical activities necessary in the performance of this job include the abilities to: Sit for prolonged periods; move throughout the food bank in performance of duties; visit community settings; stand for prolonged periods; work outdoors in varying weather conditions; communicate in a clear speaking voice in person and over the phone; and use a computer.

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). The non-negotiable starting salary is \$27.82 per hour (approx. \$54,200 per year). **This position has a one-year contract term.** 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 Platinum or Gold 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, AD&D & 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 1:1 financial coaching and an interest, service fee and credit requirement-free short-term loan program.

If you meet these qualifications and want to join our mission, please send your resume and answer the application questions on our careers page located at accfb.org/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. 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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