



Outreach Administrative Associate (Bilingual – Spanish)

- Do you love working with people?
- Are you inspired by work where you can make a difference in the lives of others?
- Do you strongly believe that no person in Alameda County should go to bed hungry?

If you said, “Yes!” to any of these questions, then please consider joining the Alameda County Community Food Bank in passionately pursuing a hunger-free community!

As a member of the Client Services team, the **Outreach Administrative Associate (Bilingual – Spanish)** will work with clients on the phone and in person, prepare CalFresh application packets to mail to clients, perform data entry and collection, follow up with clients by mail or by phone, screen visitors, field calls and assist with case management, provide CalFresh application assistance to Food Bank Clients, and support the Food Bank's Home Delivery Program. A successful candidate will have experience preparing and maintaining various confidential reports, records, and files; training staff and volunteers; and preparing for meetings. Duties and responsibilities may change depending on the needs of the department, so adaptability is also an important part of this role.

Alameda County Community Food Bank is a well-established and multi-faceted organization, which 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

- Demonstrated native-level verbal and written communication skills in English and Spanish.
- Excellent customer service skills including but not limited to empathy, tact and patience.
- Strong computer skills; experience using MS Word, Excel and Outlook. Proficiency with databases preferred.
- Attention to detail and strong organizational skills; ability to prioritize and handle multiple tasks and ensure clients are responded to in a timely manner.
- Ability to focus and complete tasks despite frequent disruption.
- Strong interpersonal skills. Ability to develop and maintain collaborative and professional relationships.
- Ability to speak to and work with people of diverse economic and cultural backgrounds in a compassionate and respectful manner.
- Ability to work both collaboratively and independently and to initiate projects.
- Comfortable with fluid job responsibilities that require flexibility and problem-solving.

Preferred Qualifications

- Administrative experience in the nonprofit or professional services industry.
- Experience working with senior (age 60+) population.
- Experience in a social services or nonprofit environment with a variety of stakeholders and deeply rooted community values.

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.
- A roll up your sleeves, can-do attitude!
- Ability to empathize with our clients.
- Excellent judgement; impeccable integrity and honesty; able to handle confidential information responsibly.
- Strong work ethic with an orientation toward action, innovation and process improvement.

PHYSICAL REQUIREMENTS

This position involves sitting and the ability to be on the phone and work at a desk for long periods of time. Physical activities necessary in the performance of this job are the ability to 1) sit at a computer workstation for up to five hours at a time; 2) operate computer equipment; 3) communicate in a clear speaking voice in person, before large groups, and over the phone; 3) interpret instructions and questions when asked; 4) move throughout the 118,000 sq. ft. Food Bank facility in performance of duties; and 5) bend, lift, and carry up to 30 lbs. on occasion.

COMPENSATION & BENEFITS

This is a full-time, exempt position working every day onsite at our 7900 Edgewater facility 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 for this position is \$27.82 per hour (approx. \$54,200 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 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, 12 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 submit your *resume and answer the application questions* on our **Careers page located 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. 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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