



Enrollment Specialist, Client Voice

- **Do you recognize the need to eradicate hunger?**
- Do you relish the opportunity to be working in communities facing food insecurity 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**.

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. 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 through the rollout of a cloud-based case management and data analysis platform. **This is a limited-term, full-time, temporary position with an end date of June 30, 2023.**

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 including proficiency with the MS Office Suite (Word, Excel, Outlook, PowerPoint).
- Experience with case management or data entry in database software. Experience with Oasis Insight, Link2Feed, or Charity Tracker a plus.
- Excellent customer service skills when interacting with clients, staff and volunteers.
- Valid California Class C Driver's License, insurable driving record, and reliable access to a vehicle.
- Ability to set and meet deadlines.
- Highly organized with exceptional attention to detail; able to handle multiple assignments in a fast-paced environment.
- Excellent written and verbal communication skills; able to establish priorities, ensure accountability and meet deadlines.
- Strong customer service orientation — both organizational and interpersonal.
- Bilingual in English and Spanish, Cantonese or Mandarin.

Preferred Qualifications

- Experience with MS Office Suite (Outlook, Word, Excel, SharePoint) and Zoom.
- Experience working with small community-based and faith-based organizations.
- Experience working with people from diverse ethnic, economic and religious backgrounds.
- Knowledge of communities and services in Alameda County.
- Knowledge of and experience with issues related to hunger and poverty.

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.
- Ability to work both in a collaborative team environment as well as independently and often out of the office (this position requires 50% local travel).

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 limited-term, 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), and able to work a partial-remote option but has a fluctuating weekly schedule requiring a minimum of 2 days per week onsite at our 7900 Edgewater Drive facility as well as regular onsite work throughout Alameda County. The non-negotiable starting salary is \$29.08 per hour (approx. \$56,706.00 per year).

This position has an end date of June 30, 2023. 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.

Posted: August 11, 2023