



Helpline Associate (Bilingual-Spanish)

Are you a Spanish speaker ready to showcase your stellar customer service experience?

- Is multitasking a skill you're ready to use for the greater good of your community?
- Do you believe food is a basic human right and no one in Alameda County should go to bed hungry?

If you're thinking, "**That's me!**", then we could be looking for you as our next Helpline Associate at the Alameda County Community Food Bank!

The Helpline Associate requires a bilingual, Spanish speaker who ideally has exceptional customer service and communication skills and is ready to multitask. This role will primarily provide individuals and community partners with information and referrals to nutrition assistance programs in Alameda County. This can look like maintaining up-to-date information in Helpline databases, keeping effective communication with Food Helpline agencies to ensure appropriate referrals, and other duties as assigned. Additionally, and in collaboration with Alameda County Community Food Bank's Home-Delivered Groceries program, the Helpline Associate will also screen and sign clients up for ACCFB's Home-Delivered Groceries program, troubleshooting any issues with delivery as they arise.

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

Previous experience in a customer service role or call center role.

- Demonstrated fluency verbal and written communication skills in Spanish and English.
- Excellent customer service skills including but not limited to empathy, tact and patience.
- Knowledge of communities and neighborhoods in Alameda County.
- Strong computer skills; experience using MS Word, Excel and Outlook.
- 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 work some weekends and evenings and occasional light travel.
- Valid California Driver's License, insurable driving record and access to vehicle for spontaneous local travel.
- This position may work a maximum of two days remotely and is required to be in the community a small percentage of the time. Community work may be required on remote days.

Preferred Qualifications

- Knowledge of social services available for low-income individuals in Alameda County.
- Experience in a social service nonprofit with a variety of stakeholders and deeply rooted community values.
- Proficiency with databases.
- Experience working with seniors (age 60+) and/or college students.

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.
- Excellent judgement; impeccable integrity and honesty; able to handle confidential information responsibly.
- Strong work ethic with an orientation toward action, innovation and process improvement.
- Innovative self-starter and problem solver with a bias towards action.
- Ability to work both independently and in a collaborative setting with people of diverse backgrounds and circumstances.

Physical Requirements

This work is located in an open office call center environment. Physical activities necessary in the performance of this job: 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). The non-negotiable starting salary is \$26.19 per hour (approx. \$51,000 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, 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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