



Food Bank for the Heartland Position Description

Position Title: Iowa Food Assistance Intake Specialist

Reports To: Food Assistance Intake Manager

FLSA status: Non-exempt, full-time

Position Purpose:

The Food Assistance Intake Specialist supports the collaboration with the Iowa Food Bank Association to increase access to Food Assistance benefits in hard-to-reach and underserved populations in Iowa. This position works with partner and individual referrals to assist clients for application submission, and provide clients referrals for food and other resources.

Essential accountabilities:

- Assist referred prospective and current Food Assistance clientele with enrollment.
- Follow up with clients in regard to their Food Assistance application at point of approval or denial.
- Maintain client records within the Oasis Insight data base of all client contacts and information.
- Work in conjunction with all staff to maximize relationships with current and potential partners.
- Work in conjunction with leadership to develop strategic partner development plans. Assist in the evaluation of practices and processes for maximum client service and efficiencies.

Knowledge, skills, abilities:

- Commitment to the agency's mission and values
- Excellent oral and written communication skills
- Proficiency with Microsoft Office products
- Ability to work with diverse populations
- Self-directed and self-motivated
- Professional dress and demeanor
- Availability for occasional night and weekend work

Education and experience:

- High School Diploma
- Experience in working with not-for-profit organizations is helpful
- Bilingual (Spanish) preferred

Working conditions: Typical office setting

Employee Signature

Date

Employee Signature

Date

Created 6-13-2018 ES
Revised 5-6-2019 ES
Revised 9-18-2019 LB
Revised 9-11-2020 LB