

Food Bank for the Heartland, Inc.

Position Description

Position Title: Iowa Food Assistance Specialist

Reports To: Manager of Iowa Food Assistance

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 on the Iowa Food Assistance Hotline and in-person assistance; increase the number of potential participants.
- Answer calls daily to assist clients who want to apply over the phone to ensure they are informed about their next steps in the application process.
- Make calls daily to clients who inquire about applying through the online portal reducing the barriers of applying by other means.
- Complete applications daily with a 99.9% accuracy rate to ensure clients are getting the maximum amount of benefits. Meet or exceed all application and timeliness goals in order to support the maximum amount of households in accessing Food Assistance benefits.
- Accurately update and manage tracked client information gathered through the course of enrollment with the utilization of client management database to show documentation of each call and interaction with clients – providing a road map for the person who assists the client next.
- Maintain a high level of customer service by showing empathy, kindness, integrity, and urgency.
- Focus on next steps procedures, ensuring that each client is informed of what they need to do for their Food Assistance application while providing other resources upon client request, closing the meal gap on an individual/family level.
- Perform Quality Checks on 10% of total application submitted each month; completed by the 5th of the following month to ensure staff accuracy.
- Work in conjunction with all staff to maximize relationships with current and potential partners by fielding their calls on the Food Assistance Outreach Hotline and in-person– providing ongoing support and answering questions.
- 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
- (if applicable) Plan, organize and attend outreach events in designated counties with the goal of increasing awareness of the Food Assistance program and providing application submission in person.
- (if applicable) Distribute materials in designated counties providing eligibility guidelines, hotline number and website information to apply for benefits increasing accessibility in underserved populations.

Knowledge, skills, abilities:

- Commitment to the mission and values of Food Bank for the Heartland
- Attention to detail and accuracy
- Must maintain confidentiality
- Excellent oral and written communication skills
- Proficiency with Microsoft Office products
- Self-directed and self-motivated
- Ability to work with diverse populations
- Professional dress and demeanor
- Availability for occasional night and weekend work
- Ability to travel

Education and experience:

- High School Diploma or GED Required
- Valid driver’s license required
- Experience in working with not-for-profit organizations is helpful
- Bilingual in Spanish preferred

Physical Demands

While performing the duties of this job, the employee is regularly required to sit; use hands to handle or feel; reach with hands and arms; use repetitive hand motion and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distant vision, depth perception, and the ability to adjust focus.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

The employee typically works in an office environment and uses computer, telephone, and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office setting. The employee may encounter frequent interruptions throughout the workday.

The work environment characteristics described above are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee Signature

_____/_____/_____
Date

Supervisor Signature

_____/_____/_____
Date

Revised: 10/27/2020 JS