



Community Care Assistant Job Description

JOB SUMMARY:

The primary function of the Community Care Assistant (CCA) is to provide a welcoming atmosphere for all visitors to The Hunger Coalition. Duties include warmly greeting all visitors, in person or on the telephone; politely answering or referring inquiries to the appropriate department; and respectfully following procedures for support services, data entry and general administrative tasks for Coalition staff. The CCA is a multi-faceted position that requires bilingual communication skills. The CCA needs to be able to juggle a variety of duties, communicate clearly and effectively and maintain a positive attitude. S/he works closely with and actively assists the Director of Operations and other staff members to assure the smooth, efficient operation of The Hunger Coalition facility. S/he reports directly to the Director of Operations and will adhere to policies established by the Board of Directors as well as to the organization's goals and objectives.

THE IDEAL CANDIDATE:

Has 1 - 2 years of experience working in an office or customer service setting.

Is fluently bilingual in Spanish/English, with the ability to communicate clearly in both languages.

Works well with persons of varied sexual preference, racial, ethnic, cultural, socioeconomic backgrounds, and with individuals who are differently-abled.

Has worked with Windows and Microsoft Office, and is comfortable working with computers.

Has strong administrative skills and is highly organized, motivated and able to remain flexible under pressure.

Has strong troubleshooting, problem solving skills and the ability to overcome technical and non-technical challenges.

DUTIES & RESPONSIBILITIES:

Administration

Answer phones and provide assistance to participants, donors, volunteers and other staff as needed.

Weekly data entry and support for multiple departments.

Assure that needed supplies are on hand and that office equipment is operating correctly.

Care Services

Handle phone inquiries from Spanish-speaking clients and communicate Hunger Coalition policies and procedures with regard to our services.

Check in participants during last shift each Monday and Thursday at the pantry distributions and assist with Spanish speaking case management. Ensure proper execution of Hunger Coalition guidelines regarding food distribution and support services.

Perform other duties as assigned by the Executive Director.

TRAINING REQUIREMENTS:

Participate in online software training, as needed. Participant interaction training will be provided on the job.

HOURS:

40 hours per week. Mandatory shifts until 7pm on Mondays and Thursdays; 9am to 5pm on Tuesdays and Thursdays with a flexible Friday. Four ten-hour shifts Monday thru Thursday a possibility.

SALARY:

\$16 - \$18/hour, depending on experience

BENEFITS:

Benefits include flexible, fun working environment with staff wellness program. Professional development stipend, group health insurance, matched savings account, and generous personal time off. Specialized training as needed.

The Hunger Coalition is an equal opportunity employer and service provider.

Interested individuals can send resume, cover letter and three references to info@thehungercoalition.org.