



Title: Bilingual FoodShare Outreach & Helpline Coordinator
Coverage area: Statewide
Reports to: FoodShare Outreach State Program Director
Status: Non-Exempt, full-time
Salary Range: \$44,000-47,000
Date: 09/14/2024
MUST RESIDE IN WISCONSIN AT THE TIME OF EMPLOYMENT

Feeding Wisconsin is the State association of the six regional Feeding America partner food banks that provide emergency food to over 1,000 local food pantries and meal programs in all 72 counties and 11 Tribal Nations throughout Wisconsin. Together with our network of food banks, food pantries and other local food distribution organizations, we advocate for improving public and private solutions for a healthy and hunger-free Wisconsin.

POSITION SUMMARY

The FoodShare Helpline is a call center managed and operated by Feeding Wisconsin that connects callers interested in the Supplemental Nutrition Assistance Program (also called FoodShare). This position coordinates and operates day-to-day functions of the FoodShare Helpline, responding to client referrals, assisting callers with high quality FoodShare information and application assistance over the phone, assisting households in maintaining benefits, and communicating with the statewide FoodShare Outreach Team. The Coordinator will screen callers electronically and assists in scheduling appointments with a FoodShare Outreach Specialist where local in-person outreach is available, and perform telephonic application assistance where no local in-person outreach is available.

This position is responsible for excellent customer service and accurate data collection. Maintains up-to-date knowledge and understanding of policy issues related to FoodShare. The Coordinator will participate in ongoing training provided by Feeding Wisconsin and its network partners across the state.

POSITION RESPONSIBILITIES AND ESSENTIAL FUNCTIONS

- Provides personalized FoodShare application assistance over the phone supporting callers and the income maintenance agency.
- Maintains strict confidentiality regarding all aspects of clients' personal information.
- Completes FoodShare Outreach administrative tasks including calendar development, data reporting, and collecting client stories .
- Shares feedback for development of promotional strategies and collaterals.
- Participates in FoodShare Outreach team activities and meetings.
- Works effectively with FoodShare Outreach team to share knowledge and build program capacity.
- As back up, can conduct in-person outreach assistance at local community partner sites in surrounding counties.
- Completes other duties as assigned by state FoodShare Outreach Program Director.

FEEDING WISCONSIN EXPECTATIONS

- Adheres to Feeding Wisconsin policies and procedures.
- Demonstrates flexible and efficient time management and has ability to prioritize workload and incoming calls.
- Demonstrates strong customer service skills including the ability to respond with a high degree of urgency to the needs and requests of others, internally and externally.
- Maintains constructive relationships and demonstrates respect with the goal of gaining cooperation in all relationships.
- Ability to work in a fast paced environment with incoming and competing demands.
- Takes the initiative to identify and act on problems, making solution-focused decisions in consultation with supervisor.
- Deals constructively with conflict and whenever possible and diffuses situations before conflicts arise.
- Understands safety policies and actively promotes safe practices in the workplace, with clients and with partners.
- Accurately provides and receives information in oral and written communications; consistently offers ideas, opinions, or information in an articulate, professional way; actively listens to others and demonstrates understanding of other points of view.
- Demonstrates willingness and ability to adjust to changing conditions or priorities.
- Consistently builds effective relationships with Feeding Wisconsin staff, all staff at Feeding Wisconsin member food banks and partner organizations.

QUALIFICATIONS

Required:

- Minimum 1 year of similar work experience
- Bi-lingual, Spanish
- High attention to detail
- Excellent customer service skills
- Ability to utilize provided computer and printer/copier/scanner for research, reporting, and application processes.
- Ability to successfully pass background check
- Professional written and oral communication skills
- Ability to calculate figures and amounts such as discounts, proportions, and percentages.
- Intermediate to advanced Microsoft Office programs and computer skills specifically Microsoft Office suite (Outlook, Word, Excel), Google Calendar, and internet. The employee will be expected to learn and use internal client management software programs effectively as well.

Preferred:

- Bachelor's degree
- Previous call center or related experience
- Knowledge of and experience with private and public food assistance resources
- Experience working successfully with community based, nonprofit organizations

Physical Demands:

- Ability to work on a computer for several hours at a time
- Ability to stand; walk; sit; stoop, kneel, crouch or crawl; taste/smell; and lift and/or move up to 40 lbs.
- Ability to use hands; reach with hands and arms; talk; and hear

Work Environment:

- The Applicant agrees to fully work remotely.
- Applicant agrees to attending four statewide quarterly meetings at area Food Banks.

To apply, send cover letter and resume to Jules Lee at jlee@feedingwi.org

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