



POSITION: Client Services Representative
REPORTS TO: FRC Director
STATUS: Non-Exempt

Together with our partners, we provide healthy solutions to end hunger.

All Faiths Food Bank has offered food and hope to the hungry in Sarasota and DeSoto Counties for more than 30 years. In 2019, AFFB was honored as one of the top food banks in the country by Feeding America. Our mission: together with our partners, we provide healthy solutions to end hunger in our community. AFFB fed more than 97,000 people through our network of over 230 agencies and programs last year. As the expert in food insecurity, All Faiths Food Bank has a central role in creating the connection between food insecurity and individual health, diet-related diseases, education outcomes and the overall well-being of the community.

GENERAL FUNCTION

The Client Services Representative serves as the primary point of contact for all clients and visitors to the DeSoto Food and Resource Center, whether by telephone or in person. This position is critical in ensuring that all clients are properly registered into the client database, welcomed compassionately, are provided needed information and/or directed to the appropriate staff member in a timely manner.

MAJOR RESPONSIBILITIES:

- **Front desk/Receptionist (60% FTE)**
 - ✓ Serve as the face of the Desoto Food and resource center to all clients and visitors, whether in person or via phone.
 - ✓ Answer calls to the main phone number and address individual needs, transferring the caller to the staff member, as appropriate
 - ✓ Greet all visitors making them feel welcomed
 - ✓ Complete client registration forms for new clients, input data into database and check-in clients during open food distribution hours.
 - ✓ Conducts reminder calls to program participants for classes or other appointments.
 - ✓ Provide oversight for office supply needs

- **Outreach (5% FTE)**
 - ✓ Reduces stigmas and other barriers to food assistance programs by providing information to community members.
 - ✓ Implements a door-to-door outreach strategy providing information on local food distributions.

- ✓ Prepares outreach materials as needed.
- ✓ Represents AFFB at health fairs and other public events in DeSoto County to promote food programs and increase participation.
- ***Service delivery (30% FTE)***
 - ✓ Attends Mobile Pantries in DeSoto County to register clients or other assistance as necessary.
 - ✓ Makes referrals to SNAP, family support, health, and social service agencies in area.
 - ✓ Documents all activity through data collection and reporting systems.
 - ✓ Provide assistance with migrant camp expansion efforts
 - ✓ Provide oversight assistance with onsite wrap-around services and education schedules
- ***Other duties as assigned (5% FTE)***

REQUIRED QUALIFICATIONS/SKILLS:

- Knowledge and/or part of community served, DeSoto County.
- At least one year experience with outreach and/or work experience in social services.
- Bilingual is required
- Computer literacy and proficiency in technology and common software, as well as ability to learn new systems and software.
- *High school* diploma or equivalent *required*.
- Strong communication and interpersonal skills, including demonstration of active listening skills.
- Commitment to maintaining confidentiality.
- Capacity to navigate the social service system and advocate for others, through the display of empathy, respect, and understanding of community values and members.
- Understanding of community resources, programmatic goals, and understanding of organizational values and processes.
- Ability to accommodate a flexible schedule, including some evenings and weekends.
- Valid Florida driver's license and reliable transportation required. Must show proof of valid auto insurance.

BENEFITS

AFFB provides a competitive compensation package including Medical, Dental, Life Insurance, Short Term and Long-Term Disability covered at 100% by AFFB for eligible employees. As well as Company match up on 401K. Our employees also receive PTO and holidays.

All Faiths Food Bank is an Equal Opportunity Employer and fully committed to attracting and retaining diverse talent in order to better reflect the wide variety of experiences and views of the many different stakeholders with whom we are connected. We will invest in actively recruiting, engaging and fostering a diverse workforce and providing a work environment that promotes equity and inclusion.

We commit to providing policies, systems and a culture where our staff and those we serve will be afforded equitable access and opportunities to reach their full potential and feel valued, respected and supported.