



Title: Bilingual FoodShare Outreach & Helpline Coordinator
Coverage area: Statewide
Reports to: FoodShare Outreach State Program Manager
Status: Non-Exempt, full-time
Date: 08/12/2019

POSITION SUMMARY

The FoodShare Helpline is a call center managed and operated by Feeding Wisconsin that connects callers interested in the FoodShare program to accurate program, eligibility, and benefit information and to application assistance over the phone and in local communities. 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. The Coordinator will also increase FoodShare access and awareness of our services across the state by engaging in targeted outreach activities such as partnership development and promotion through local newsletters.

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. Extensive knowledge of FoodShare and other social benefit program and community resources required within 3 months of employment.

POSITION RESPONSIBILITIES AND ESSENTIAL FUNCTIONS

- Provides personalized FoodShare application assistance over the phone supporting callers and the income maintenance agency.
- Responds to client referrals and messages seeking FoodShare information and assistance, and determines appropriate actions, including:
 - Provides detailed explanation of FoodShare benefits and application process.
 - Screens callers using the State of Wisconsin's ACCESS online tool and shares results with clients.
 - Schedules appointments with FoodShare Outreach Specialists or directly with the Helpline staff.
 - Refers all callers in need of emergency food assistance to 2-1-1 information and other community resources.
 - Completes reminder phone calls/texts one day prior to client appointments.
 - Conducts follow up calls to ensure that applicants have sent in verification documents and completed their phone interview.
 - Conduct a satisfaction surveys with applicants to ensure quality service and make improvements in our programming.
 - Acts as liaison for client follow-up and communication with processing agency.
- Maintains strict confidentiality regarding all aspects of clients' personal information.
- Assists in recruiting and training Helpline volunteers and interns.
- Completes FoodShare Outreach administrative tasks including calendar development, data reporting, collecting client stories, and organizing staff meetings.
- 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 manager.

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
- Flexible and adaptable to changing needs; open to working in an office setting or in the field
- 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 noise level in the work environment is usually moderate.
- Desk will be located in a small call center with other employees

To apply, send cover letter and resume to Stephanie Dorfman at sdorfman@feedingwi.org.

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