



Job Title: Customer Service Representative - Bilingual

FLSA Status: Non-exempt

Reports to: Director of Finance and Administration

Supervises: None

Revision Date: June 2022

POSITION SUMMARY:

The Customer service representative serves as the first Loaves & Fishes/Friendship Trays contact for donors, referring professionals, clients and all others phoning or coming into the office. This position is responsible for taking client information from those referring caseworkers and interacting with compassion and dignity with clients who are in crisis situations. The Customer service representative directs phone calls and visitors to the appropriate staff member. This position acts as the first interface between the pantries and the main office for client services.

ESSENTIAL FUNCTIONS:

1. Provide support for Spanish speaking clients and donors.
2. Monitor and respond to electronic correspondence through AyudaEnEspañol@loavesandfishes.org.
3. Answer the main office telephone, direct calls and/or visitors to the appropriate staff member or voicemail.
4. Take referrals by phone from professionals and agency caseworkers who have not been issued agency codes.
5. Assist clients and recipients who call with questions or issues concerning referrals.
6. In cooperation with the Community Engagement Coordinator, assist donors with how and where to take food donations.
7. Answer pantry volunteers' questions about the clients who have been referred.
8. Assist pantry volunteers with obtaining their client lists if they are unable to access the list on-line.
9. Process and mail FEMA gift cards, as necessary.
10. Assist Phone Center volunteers with their questions/problems with database entries.
11. Assist Agency Relationship Coordinator with client database cleanup and maintenance.
12. Attend staff meetings, staff training and other meetings as needed.
13. Represent the organization as requested by the CEO.
14. Participate in and support Loaves & Fishes/Friendship Trays' fund-raising efforts.

QUALIFICATIONS:

1. High school degree or equivalent.
2. Professional telephone presence with the ability to speak Spanish.
3. Ability to use Microsoft Office spreadsheets and word processing; ability to learn proprietary FishNet database
4. Ability to work at a desk for 4+ hours.
5. High energy, positive, "can-do" attitude, flexibility, teamwork, and attention to detail; high degree of initiative and an ability to manage multiple tasks and projects at a time.
6. Ability to work with sensitivity and without discrimination towards peoples of diverse cultures, races/ethnicities, socio-economic positions, ages, religions, genders, physical/mental challenges/disabilities, and sexual orientations.
7. A passion for the mission of Loaves & Fishes/Friendship Trays is essential.
8. Compliance with our Covid Vaccination and testing Policy. All employees are required to report their vaccination status and, if vaccinated, provide proof of vaccination. All employees who are not fully vaccinated will be required to undergo regular COVID-19 testing and wear a face mask.

This job description may not be all inclusive and employees are expected to perform all other duties as assigned and directed by management.