



SECOND HARVEST
of SILICON VALLEY

Food Connection Specialist Bilingual English/Spanish (Part-time)

About Second Harvest Food Bank

Founded in 1974, Second Harvest of Silicon Valley is a trusted leader in ending local hunger, distributing healthy groceries through a network of 309 partners at 985 sites in Santa Clara and San Mateo counties. This also makes Second Harvest one of the largest food banks in the nation. Due to the prohibitively expensive cost of living in Silicon Valley, hunger is at an all-time high as more and more families are forced to sacrifice nutritious food for housing. Second Harvest is helping to keep people healthy and housed by providing enough nutritious food for 57 million meals a year — half of which is fresh produce. Second Harvest also connects people to federal nutrition programs and other food resources, and advocates for anti-hunger policies on the local, state and national levels. To learn more about how Second Harvest is building a hunger-free community, visit shfb.org.

About the Position

The Food Connection Specialist receives incoming telephone calls from people requesting food assistance, makes referrals, and assists with applications for appropriate food and nutrition services. The Specialist provides support to the CalFresh staff at field site locations. This position will also assist and back-up administration by providing courteous, informative, and efficient telephone and counter reception and administrative support to staff.

Duties and Responsibilities

- Process incoming telephone requests and provide a link between clients and appropriate services consistent with guidelines of the organization
- Assist individuals seeking food services with completing program application requirements, including assisting with completion of telephone applications for CalFresh
- Maintain accurate data base tracking of client and agency information
- Work in conjunction with staff and volunteers to maintain program files
- Conduct periodic follow-ups with agencies to determine outcomes of referrals and assure the accuracy of data
- Represent and participate in public outreach activities, together with provider agencies, to publicize the availability of program services.
- Provide written translations of materials and verbal interpretation to support program services.
- Work in cooperation with Food Connection staff to support outreach projects within the community promoting use of Food Stamps and other nutrition programs. Including helping with the development of outreach documents and distribution to targeted communities
- Provide back-up coverage in the absence of the Food Connection Program Manager.
- Assist with training and supporting Food Connection volunteers
- Perform other duties as assigned by the Food Connection Program Manager in order to achieve goals and objectives



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Curtner Center
750 Curtner Avenue
San Jose, CA 95125
408-266-8866

Cypress Center
4001 North First Street
San Jose, CA 95134
408-266-8866

Bing Center
1051 Bing Street
San Carlos, CA 94070
650-610-0800



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Qualifications

- High school diploma or its equivalent with some college preferred. One or more years of experience in non-profit or social services work environment is a plus.
- Fluency in Spanish, both orally and written
- Demonstrated ability to communicate clearly verbally, follow established procedures and organize, plan and carry out activities to meet specific timelines; dependable in maintaining work hours; proven record of accuracy in completing and reviewing data
- Make frequent changes of routine and pace of activity due to unpredictable client demands without loss of efficiency or composure
- Proven ability to work with and relate well to multi-ethnic, senior and low-income individuals
- Demonstrated ability to organize, plan and carry out activities independently to meet specific timelines with proven record of accuracy in completing and reviewing data. Dependable in maintaining assigned work hours
- Experience using multi-line telephone system; technologically literate in a Windows-based database program, ability to type accurately at 50 words per minute
- Ability to work and interact constructively with individuals (staff and volunteers) from a variety of socioeconomic backgrounds in a culturally diverse work environment.
- Ability to communicate effectively in person and on the telephone; speak to customers with poise, voice control and confidence, using correct English; ability to answer routine inquiries and take accurate, detailed information
- Sensitivity to, and empathy with, the needs of economically and educationally disadvantaged individuals
- Up to 3/4 of the time: remain in a seated position while operating computer and/or telephone equipment
- Possession of a valid California Class C driver's license and a clean DMV record. Willingness to drive personal vehicle as necessary. Compensation for business mileage is reimbursable at standard IRS rate
- Ability to make frequent changes of routine and pace of activity due to unpredictable customer demands without loss of efficiency or composure
- Ability to perform duties in accordance with the organization's Safety Policies and Injury Prevention Program
- Experience working with volunteers are a plus

Reports To:	Food Connection Hotline Manager
Location:	750 Curtner Ave., San Jose, CA 95125
Hours:	Part-time, Non-Exempt. Monday through Friday with some weekends and evenings required
Compensation:	Temporary position with competitive pay. In accordance with CA law, temps are provided with required sick time.



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[**CLICK HERE TO APPLY!**](#)

EOE

UNDER-REPRESENTED GROUPS ARE ENCOURAGED TO APPLY



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