About Second Harvest of Silicon Valley
Founded in 1974, Second Harvest of Silicon Valley is a trusted leader in ending local hunger and is one of the largest food banks in the nation. The organization distributes healthy groceries through a network of 310 partners at 1,000 sites in Santa Clara and San Mateo counties. 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 by providing enough nutritious food for more than 58 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
This temporary role will act as a frontline communicator for Second Harvest by taking inbound calls and making outbound phone calls to quickly and accurately inform clients of the food assistance programs available. Ability to speak English as well as Spanish, Vietnamese, and/or Chinese are critical skills necessary for this position.

Primary responsibilities
- Answer incoming phone calls and refer clients to food assistance programs.
- Contact canceled site clients and direct them to open distribution sites.
- Return calls to clients who left voice messages.

Minimum qualifications
- Bi-lingual in English and one of the following additional languages:
  - Vietnamese,
  - Chinese, and/or
  - Spanish
- Experience with inbound/outbound phone calls, gathering and distributing pertinent information via phone
- Strong communication skills
- Ability to learn quickly

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