

El-Ada Community Action Partnership: Customer Service/Pantry Clerk

HIRING IMMEDIATELY

Closing Date: Until Filled

Position Title: Customer Service/Pantry Clerk

Department: CSBG Programs

Supervisor: CSBG Program Supervisor

Position Status: Full Time with benefits. Duration: more than 150 days

Pay Rate: Starting 13.50

POSITION SUMMARY

This full-time position is primarily responsible for connecting clients to programs and services that meet their needs. This position is not remote. Universal precautions and masking requirements for COVID19 are vigorously adhered to.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Talk with clients in-person, listen to clients and meet needs to the best of ability.
2. Answer multi-line telephone, transfers calls, answers questions, and handle incoming and outgoing mail. Process clients' water bills.
3. Conduct enrollment interviews, gather sensitive information and enter information into the database in a timely manner.
4. Direct clients to appropriate referrals, maintains current resource list and maintain community partnerships.
5. Conduct oneself in a professional and cooperative manner with clients, co-workers, and other agencies and organizations.
6. Adhere strictly to confidentiality policies.
7. Assembles and distributes emergency food to clients.
8. Maintain a clean food pantry and organize donations in pantry. Perform annual pantry inventory.
9. Drive, load and unload food or other donations, and correspond with TEFAP manager to coordinate food pickup and distribution.
10. Other related duties may be assigned from time to time as needed.

QUALIFICATION REQUIREMENTS

Updated: 08/29/22

EDUCATION and/or EXPERIENCE:

- At least one year of office support and customer service experience required.
- Valid driver's license and insurable driving record required.
- Previous computer experience using Microsoft Windows applications is required.
- Previous public contact work experience is preferred.
- Prior experience in work that required adaptability.
- Experience working with individuals experiencing homelessness and housing, or similar experience strongly preferred.

SKILLS and ABILITIES**LANGUAGE SKILLS:**

- Ability to read, understand and apply general business procedures.
- Ability to communicate information verbally and in writing so others will understand.
- Must speak and write English effectively. Ability to speak, read and write Spanish effectively is an asset.
- Must be able to give full attention to what others are saying, take time to understand what they are communicating, ask questions as appropriate, and not interrupt others inappropriately.

REASONING ABILITY:

- Ability to interpret and apply commonsense understanding to carry out instructions furnished in written, oral, diagram, or schedule form.
- Ability to identify reasonable housing that meets clients' needs.
- Ability to solve practical problems and deal with a variety of work situations within the scope of the job.

OTHER SKILLS and ABILITIES:

- Proficiency in the use of all common office machines required.
- Intermediate typing skills are necessary for this position.

Updated: 08/29/22

- The employee must also possess the ability to focus on detail and prioritize tasks in a sometimes-hectic environment.

CERTIFICATES, LICENSES, and REGISTRATIONS:

Employee must have all the following:

- Dependable transportation
- Valid Idaho driver's license
- Good driving record (must be insurable by agency)
- El-Ada is a Drug Free Workplace and pre-employment, and periodic drug testing is required.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit and talk or hear.
- The employee frequently is required to use hands to handle objects, tools, or controls.
- The employee is occasionally required to stand, walk, and reach with hands and arms; and to stoop, kneel, or climb stairs.
- The employee must occasionally lift and/or move up to 30 pounds.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee works in an office environment in which unrelated office and customer service activities take place (social distancing, frequent sanitizing and face coverings are in place).

- The noise level in the work environment is usually moderate.
- The employee is required to work regularly and continually at a computer screen.
- The work area may have fluorescent lighting and air conditioning.

El-Ada, Inc Community Action Partnership is an EEO employer.

Veterans are strongly encouraged to apply.

HOW TO APPLY:

Email paragraph stating interest to: cristellaramirez@eladaboise.org

Attach completed application (must have contact information for previous employers), and a paragraph describing your interest in working at El-Ada.

Resume and references required.