



Founded in 1981, **the Greater Lansing Food Bank (GLFB)** is a highly visible non-profit organization that provides emergency food to individuals and families in need in Ingham, Eaton, Clinton, Shiawassee, Clare, Isabella and Gratiot counties. Food is distributed through an extensive network of food pantries, shelters and community kitchens located throughout the region. GLFB annually serves tens of thousands of people, many of them seniors and children. Our recipients also include the “working poor,” those individuals who are employed but don’t earn enough to meet housing, health, transportation and food needs.

The GLFB is seeking a SNAP Outreach Assistant to join our team. This is a part time hourly position and may require occasional weekend or afterhours shifts as needed. Benefits including paid vacation and sick days, holiday pay and insurance (health, dental and vision) and a retirement package are available to a qualified candidate. This position assist’s the SNAP Outreach Coordinator’s efforts to increase access to and enrollment in the Food Assistance Program (FAP, aka SNAP) and share information about food resources in the community. While representing GLFB in the community this person will have to display tact and diplomacy to our donors, agencies and volunteers.

To apply: Please send cover letter, resume and salary requirements to Julie Anderson, SNAP Outreach Coordinator at juliea@glfoodbank.org For additional information, please visit www.glfoodbank.org. Applications will be accepted until the position is filled.

Position Description

Title: SNAP Outreach Assistant

Date: 09/30/2020

Exempt Status: Non-Exempt

Reports to: SNAP Outreach Coordinator

ESSENTIAL FUNCTIONS

- Complete State of Michigan DHHS Navigator training and stay up to date on training.
- Serve as back-up to Outreach Coordinator in responding to SNAP Outreach Assistance Line calls.
- Participate in FBCM monthly phone calls and quarterly in person meetings required by FBCM grant.
- Present information on SNAP program and GLFB services to community groups and individuals.
- Assist individuals with applying for SNAP benefits through the State of Michigan MI Bridges system on-line and refer to appropriate food resources.
- Develop and maintain relationships with community organizations who serve the low- income population.
- Maintain a supply of materials appropriate for scheduled outreach activities, e.g. handouts, incentives.
- Ability to perform direct outreach services.
- Willingness and ability to work with diverse communities in a variety of community settings.
- Ability to work well with others including team members, food bank staff and volunteers.
- Basic computer skills and ability to learn new technologies with training. Experience with data collection, Excel Spreadsheets preferred.
- Strong verbal and written communication skills.
- Good organizational skills and ability to maintain accurate records.
- Willingness to travel, must have reliable transportation. Travel may include to any counties in the GLFB service area.
- Work experience in human services agency or customer service.

QUALIFICATIONS

Required

- Well-organized and self-directed, with the ability to manage time in a flexible and efficient manner, multi-task to meet deadlines and accomplish work in order or priority with attention to detail and accuracy.
- Dependable with a high level of organizational skills.
- Ability to work with little supervision but knows when to ask for help or ask questions.
- Appropriate professional image; able to maintain composure and effectiveness under pressure and in changing conditions; able to accept feedback as it relates to job performance and responsibilities.
- Must possess good judgment and problem solving, with ability to identify, analyze, and resolve problems in a timely manner with an ability to learn new duties; adjusts to new situations within a reasonable amount of time.
- Excellent Interpersonal, oral, and written communication skills; public speaking and meeting facilitation
- Skilled user Microsoft Office Suite (Outlook, Word, Publisher, PowerPoint, Excel); able to maneuver on the Internet to conduct research or obtain information
- Experience using office equipment, including cellular telephone; copier, fax machine, scanner, laser printer, computer, and calculator.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.
- Must be able to pass criminal background check and drug and alcohol screening.