

VOLUNTEER JOB DESCRIPTION

POSITION: Phone Application Assistant
SUPERVISED BY: CSFP Distribution Representatives

POSITION SUMMARY: The Phone Application Assistant helps return and answer phone calls made to the Commodity Supplemental Food Program (CSFP) phone line. Each week we receive around 300 incoming calls from clients in need of assistance and we rely heavily on phone volunteers to help us with this large volume of calls. CSFP provides a monthly food box to age- and income-eligible seniors.

Volunteers are needed to register new participants, edit information on existing accounts, refer clients to alternative resources, and answer any other questions that may arise. This position is phone and computer intensive and requires a high level of customer service. All work will take place at our Maplewood Office, interacting with clients over the phone. This is a very rewarding and personable way to help those at risk of hunger!

DUTIES:

- Answer and return client phone calls, exhibiting a high level of customer service
- Learn and use necessary computer programs (Microsoft Outlook (email), online maps, and client database)
- Register new clients for CSFP
- Troubleshoot with clients and make necessary changes to existing accounts
- Refer clients to alternative food programs
- Answer any other questions and transfer calls to Second Harvest Heartland staff when necessary
- Occasional clerical tasks when there are fewer calls (filing, data entry, other phone call projects)

MINIMUM REQUIREMENTS:

- Customer Service background or skills
- Comfortable assisting people of diverse economic, social, and ethnic backgrounds
- Highly respectful of client confidentiality
- Comfortable on the telephone
- Ability to multitask; specifically, the ability to ask for information and accurately enter it into the computer while on the phone
- Reliability, punctual, accountable
- Desired computer skills:
 - Accurate typing & data entry
 - Basic Microsoft Outlook (email)
 - Internet navigation
 - Basic computer skills, such as copy/paste and navigating between different windows and tabs
 - Comfortable learning new database and online mapping tool
- Background check: Volunteer's in this position work closely with vulnerable populations and are exposed to sensitive client information. Second Harvest Heartland will be conducting criminal background checks for all volunteers in this position, both existing and new. Second Harvest Heartland reserves the right to refuse to work with a volunteer, or dismiss a current volunteer, based on the results of the background check.

TIME REQUIREMENTS AND SCHEDULE:

- **Total time requirement:** Minimum 6-month commitment to come in 3 hours per week
- **Shift Options:** Several shifts available (Prefer Tuesday or Wednesday afternoon)
- **Project Start date:** As soon as possible
- **Work site:** Second Harvest Heartland, 1140 Gervais Ave., Maplewood, MN

ORGANIZATION CONTACTS:

- CSFP Administrative Representatives
- Senior Program Supervisor
- CSFP Distribution Representatives

HOW TO APPLY:

- Fill out interest form by clicking [here](#), or contact Paige Stein at pstein@2harvest.org or 651-209-7953.