JOB DESCRIPTION

POSITION: SNAP Line Volunteer

SUPERVISED BY: SNAP Outreach Specialists and/or SNAP Outreach Coordinator

GENERAL DESCRIPTION:

The mission of Second Harvest Heartland is to end hunger through community partnerships.

Second Harvest Heartland is committed to increasing the amount of food available in the emergency food shelf system and to addressing the gap in meals being missed by those in need in our service area through increased programming and advocacy.

Supplemental Nutrition Assistance Program (SNAP) is the federal program formerly known as food stamps. Minnesota currently ranks 43rd nationally for program accessibility of eligible participants. A recent study by The Boston Consulting Group (BCG), *Everything on the Table: Realizing the Full Potential of SNAP*, indicates that of those individuals who are eligible but not participating in Food Support, 90% do not do so because of eligibility misconceptions and hesitancy or inability to complete the application process.

The SNAP Line Volunteer is responsible for providing office services related to SNAP Outreach program at Second Harvest Heartland (SHH).

BENEFITS:

- Increased connections with various community resources/agencies working to improve the well- being of community members and the community as a whole.
- Connection to the SHH, a hunger relief agency in the U.S., a mission-driven organization dedicated to ending hunger through community partnerships.
- Training and ongoing support by experienced SNAP Outreach Specialist.
- Experience with various county and state policies and practices that implement a major federal anti-hunger program.
- Making concrete, positive changes in the food security of households in Minnesota &/or Wisconsin.

POSITION SUMMARY:

Support the work of Second Harvest Heartland's SNAP Outreach Specialists by providing: Excellent customer service to individuals and households potentially eligible for SNAP (food stamps) and administrative support.

DUTIES:

- Become knowledgeable about eligibility requirements for SNAP
- Follow-up with clients that specialists have assisted
- Troubleshoot with clients and make necessary changes to existing accounts

- Offer applications, application assistance, and/or schedule appointments for Outreach Specialists via MS Outlook
- Assist with administrative support (i.e.: putting CAF packets together, making copies, ordering SNAP outreach materials when needed)
- Record activities in database

MINIMUM REQUIREMENTS:

- Comfortable assisting people of diverse economic, social, and ethnic backgrounds
- 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
- Desired computer skills:
    - Accurate typing & data entry
    - Internet navigation
    - Basic computer skills, such as copy/paste and navigating between different windows and tabs

TIME REQUIREMENTS AND SCHEDULE:

- Able to commit to a minimum of 3 hours between 8:00 am and 4:00 pm, Monday through Friday.
- Able to make a regular weekly commitment for a minimum of 6 months or a semester for students.
- Willing to complete an annual criminal background check.

BEHAVIORAL EXPECTATIONS:

- Excellent customer service phone skills
- Friendly and helpful demeanor
- Detail oriented

LOCATION

Volunteer experiences will be located at Second Harvest Heartland's main office at 1140 Gervais Ave, St. Paul, MN 55109 or at our Golden Valley location at 6325 Sandburg Rd Suite 1700 Golden Valley, MN 55427

PLACEMENT AND TRAINING:

Volunteer will be required to successfully complete an application, an interview, provide references and submit information for a Criminal Background Check. Second Harvest Heartland staff will provide training.