

Second Harvest Food Bank of East Tennessee

Job Description: SNAP Coordinator

Reports to: Empowerment Services Manager

Supervises: N/A

Job Summary:

The SNAP Coordinator works to create opportunities for members of our community to gain access to and understand the SNAP program, and its application process, and provides support for anyone seeking SNAP application assistance over the phone and in person. In addition to answering phone calls and assisting walk-ins, the SNAP Coordinator inputs programmatic data and conducts outreach for SNAP and general SHFB food assistance programs.

Essential Duties and Responsibilities:

1. Assist clients with all food program eligibility – primarily SNAP, previously known as food stamps.
2. Attend outreach events and food distributions, which may require occasional Saturdays and evenings, to offer assistance to those interested in applying for SNAP
3. Reporting
 - a. Record and report activities and outcomes related to SNAP activity – Events attended, SNAP applications completed, etc.
 - b. Identify and report new opportunities for SHFB to engage it's community members who have interest in applying for SNAP and like programs
4. Train partner agencies how to sign people up for SNAP and report their monthly data.

Skills and Qualifications:

1. Creative, energetic and well-organized person with strong interpersonal skills
2. Ability to work and interact well with individuals from a variety of socioeconomic backgrounds in a culturally diverse environment
3. Ability to process data with a high level of accuracy
4. Excellent oral and written communication skills
5. Bilingual in Spanish and English a plus
6. Ability to take initiative, coordinate with others and follow through in a timely fashion
7. Excellent organizational skills to effectively and efficiently plan and execute a wide variety of tasks
8. Strong time management skills
9. Ability to speak effectively and comfortably in public, and present on issues relating to food insecurity and the mission of SHFB
10. Computer literacy with experience in Microsoft Office applications - Word,

Excel, PowerPoint

11. Must have reliable transportation; traveling on the job as necessary
12. Must have valid Tennessee Driver's License

Physical Requirements:

1. Comfortable with a blend of working in an office environment, and traveling
2. Ability to lift 30 lbs. and work standing for 3-4 hours at a time
3. Ability to work at a computer station 3-4 hours per day
4. Ability to work in inclement weather (rain and heat)