

Position: Bilingual Customer Care Specialist

Classification: Part –time, 30 hours a week

General Responsibilities: Provide professional and positive client engagement. Communicate NFCC programs and support other departments.

Specific Duties:

- Welcome clients and log in client assistance at intake desks. This includes client receiving food assistance, financial assistance, and education and holiday services.
- Update client applications within NFCC databases.
- Update and inform clients of policy, process and updated or new services.
- Support food pantry by filling orders, entering inventory and other duties as needed.
- Stay informed as to current program details.
- Maintain digital and actual files/records
- Implement new programs that will help the interaction with our clients.
- Help maintain consistency between the 2 buildings and the lobbies.
- Represent NFCC values: collaboration, compassion, dignity and inclusion to all clients, volunteers and community.
- Proficient in CIMBA/Salesforce
- Work closely with volunteers to ensure consistency in regards to client interaction.
- Some weekends and evening hours required.

Minimum Education/Experience:

- Position requires excellent organization and communication skills. Must be Bilingual specifically in Spanish. Good telephone skills. Ability to work with volunteers. Experience in customer service. Computer/Internet experience.
- Must have experience in working with the public, keeping records; pass a background check and drug screen

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