



**Position:** Client Services Specialist – Food Pantry

**Job Summary:** The Client Service Specialist is an important role to connect clients to the programs and services that NFCC offers. The role includes data entry, updating clients' applications, and keeping clients and students informed of programs and service enhancements. Candidate must be English/Spanish bilingual.

**Job Duties and Responsibilities:**

- Serve as the reception point of first contact to NFCC
- Connect clients to NFCC services and programs to enroll clients in NFCC services and programs.
- Welcome and log in client assistance at intake desk.
- Answers general questions and provides information on program and services and other referral partners.
- Enters data and produce reports in Salesforce.
- Update client and student applications within NFCC databases.
- Serve as point of contact for school social workers and other partner agency staff.
- Inform the client or students of any new services and or updates to current offerings.
- Assists clients/and students with community resources in addition to agency resources
- Regularly works with volunteers.
- All other duties assigned by management.

**Job Requirements:**

- Bilingual: English and Spanish speaking
- High School Degree or equivalent.
- 1-2 years of customer experience or other relevant experience.
- Knowledge of MS Office preferred (word and excel)
- Strong customer service and interpersonal skills, ability to relate to people and accept individual differences.
- Ability to work in a team environment and independently with minimal supervision.
- Ability to maintain professional ethics and confidentiality of client information.
- Knowledge of Salesforce preferred.
- Criminal background check clearance.
- Negative drug test screen.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:** Work is performed indoors in an office setting sitting in front of a computer 80% of the time. Must be able to lift, push and pull up to 10 lbs.

EEO Statement: NFCC is an Equal Opportunity Employer, NFCC does not discriminate based on race, religion, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disabilities, national origin, veteran status, or any other basis protected by the law. All employment is decided based on qualifications, merit, and business needs.

To apply, send a resume to [mfortin@nfcchelp.org](mailto:mfortin@nfcchelp.org).