



**Position:** Bilingual Intake Program Assistant

**Exempt/Non-Exempt:** Non-Exempt

**Hours/Week:** 40

**Annual Salary Range:** \$18.25 - \$19.23

**Reports To:** Intake/Client Services Manager

**About Valley Outreach:** Everybody needs help sometimes. Valley Outreach offers people a wide range of support – whether they need food, clothing, or help navigating resources during challenging times. Our programs include a food shelf, clothing program, and client support services. Our volunteers, donors, and partners are critical to the success of the mission of Valley Outreach. When we work together, we can help our neighbors find a place of stability.

**Position Summary:** This position supports the client intake processes by contributing support to the flow and management of the lobby during client service hours. The position also supports client outreach efforts.

Valley Outreach offers a competitive benefits package which includes Medical/Dental/Vision insurance as well as Short Term Disability, a Simple IRA, a Flexible Spending Account and an Employee Assistance Program.

### **Essential Duties & Responsibilities**

**Client Service Hours:** This role is highly visible and serves as a pivotal point of communication, functioning as a liaison among clients, volunteers, program staff, and community providers. The role functions and daily activities ensure quality service and support are provided to both clients and our intake volunteers.

- Oversee the lobby during client hours to support the flow, pace, environment, and capacity
- Prepare lobby for opening and closing: prepare documents and supplies, keep the space client-ready and clean, ensure hardware is working and charged, collect carts, and lock door at close
- Assist clients with walk-in services, appointments, and drive-up ordering
- Address questions and provide support to clients, ensuring a positive experience
- Serve as the primary point person for intake volunteers, addressing questions and providing guidance to intake volunteers
- Under the direction of the Intake Manager, support intake process development and implementation

**Support Client Outreach Efforts:** Support strategic partnerships that align with the priorities and goals of Valley Outreach.

- Coordinate with partners for outreach events; prepare for tabling at community events and presenting on accessing Valley Outreach programs
- Cultivate new partner relationships that build relationships and strengthen the voice of our client community in the authentic space of diversity and inclusion

**Phone Coverage Support:** Provide phone support for client intake.

- Check voicemail and answer live calls
- Triage client calls through active listening to identify the urgency of the crises, assess program eligibility, and share community resources

**Staff Engagement and Communications:** Engage as a Valley Outreach staff member, contributing to the team dynamic through regular communication, meetings, and training.

- Responsible for maintaining consistent communication with your team and colleagues through email, team meetings, and larger staff meetings
- Participate in ongoing staff development opportunities and training

#### **Other Duties as Assigned**

#### **Expectations and Work Experience**

- Ability to work in a fast-paced environment, shifting gears quickly, easily, and thoughtfully.
- Commitment to racial equity and social justice and willingness to be actively engaged in ongoing equity work.
- Fluency in Karen or Spanish language.
- Ability to be flexible and to collaborate effectively, building strong, productive relationships as part of a team.
- Strong understanding of working with individuals of different ages, races, and socio-economic backgrounds.
- High level of personal and professional integrity, including the ability to protect and maintain confidentiality.
- General computer and database proficiencies; working knowledge of Microsoft Office programs is preferred.
- Ability to work a flexible schedule that will include some evening hours.

#### **Physical Requirements**

- Ability to safely and successfully perform the essential job functions consistent with the ADA and other federal, state, and local standards, including meeting qualitative and/or quantitative productivity standards
- Ability to maintain regular, punctual attendance
- Physical ability to load and unload boxes and bags daily, lifting up to 50 pounds regularly and remaining standing for long periods of time

**To apply for this position, please forward your resume and cover letter to [jobs@valleyoutreachmn.org](mailto:jobs@valleyoutreachmn.org) and place Program Assistant in the subject line.**

The process will include:

- Review of information from all interested parties. Be sure to give us your phone number and email so we are able to contact you.
- A phone screening conversation will be set up with those candidates who most closely meet the requirements of the position.
- Several candidates will be invited to an in-person conversation regarding the position.
- If needed, a second in-person conversation will be scheduled.