



Helpline Associate (Bilingual Cantonese)

Do you want to find a role where your bilingual skills can make a difference in the lives of our Cantonese-speaking community?

Do you enjoy being involved in your community, giving back and improving the lives of your neighbors?

Would you relish the opportunity to do all of the above while working at an organization that was voted Feeding America's 2016 Food Bank of the Year?

If you answered with a resounding "YES!" to these questions, we urge you to apply for our **Helpline Associate (Bilingual Cantonese)** position!

The Helpline Associate (Bilingual Cantonese) provides individuals and community partners with information and referrals to nutrition assistance programs in Alameda County. Reporting to the Helpline Supervisor, this role ensures that proper systems are in place to provide effective daily flow of helpline services. The Helpline Associate works with a team of dedicated helpline volunteers to provide services to English and Cantonese-speaking volunteers/clients, assists with maintaining up-to-date information in Helpline databases, compiles data of services provided, contributes to preparation of periodic reports, conducts client case follow up for appropriate case resolution, and provides on-site Cantonese interpretation service during food distributions.

Named the 2016 Food Bank of the Year by Feeding America, Alameda County Community Food Bank is a well-established and multi-faceted organization, which has been at the forefront of hunger relief efforts for 32 years. As one of the most efficient, direct-impact organizations in the country, few nonprofits have a bigger impact on the community than us.

The Food Bank ranks among the top 1% of nonprofits with a 4-star rating nationwide by Charity Navigator for 10 consecutive years and is regularly voted "Best Charity in the East Bay" by major local publications including East Bay Express and Oakland Magazine.

The Food Bank serves 1 in 5 county residents and distributes enough food for 30 million meals a year through our innovative programming and our extensive network of 200+ food pantries, soup kitchens and other community partner organizations. We're forward thinkers who encourage innovation in our work. We change lives and we're having fun doing it! For more information, please visit http://www.accfb.org/about_us.

KNOWLEDGE SKILLS AND ABILITIES:

- Knowledge of communities and services in Alameda County.
- Good oral and written communication skills in English and Cantonese; preferably Mandarin as well.
- Knowledge of, and interest, in information technology.
- Ability to work some weekends and evenings and occasional light travel.
- Good computer skills (MS Word, FileMaker Pro, MS Excel and preferred).
- Excellent customer service skills to ensure empathic response in a timely manner.
- Good organization skills to prioritize and handle multiple tasks.
- Valid California Class C Driver's License, good driving record and access to vehicle for spontaneous local travel.

PERSONAL ATTRIBUTES AND VALUES

- Passion, enthusiasm, focus, and creativity around Alameda County Community Food Bank's vision, mission and values of community, leadership, transparency, and diversity.
- Impeccable integrity and honesty.
- Strong work ethic with an orientation towards constant innovation and process improvement
- Innovative self-starter and problem solver with a bias towards action
- Ability to work both independently and in a collaborative setting with people of diverse backgrounds/circumstances

Physical Requirements:

This is work primarily located in an office environment. Physical activities necessary in the performance of this job: sitting for prolonged periods, mobility to move throughout the food bank in performance of duties. Ability to communicate in clear speaking voice in person and over the phone in English, listening, communicating information in a clear and articulate manner. Writing, reading and ability to comprehend information. Ability to use a computer to perform writing tasks. Ability to lift 35 lbs. Involves the need for a flexible schedule for occasional weekend events.

This is a full-time non-exempt position. The hourly wage is \$19.49 per hour. We offer an outstanding benefit package including:

- Medical (100% coverage for employees, 93% coverage for dependents)
- Dental (100% for employees and their dependents)
- Vision (optional)
- Flexible Spending Accounts (optional)
- Commuter Benefit Account (optional)
- Supplemental life, ADD & LTD insurance (100% coverage)
- 403(b) plan available on the first day with employer match after 1 year of service
- Employee Assistance Program (100% coverage for employee and dependents)
- Generous vacation, sick and holiday leave accruals

If you meet these qualifications and want to join our mission, please send your *resume and cover letter* through our Careers page located at http://www.accfb.org/about_us/jobs/#openings-list

Due to high volume from our open positions and our limited capacity, we are unable to accept phone inquiries at this time. Thank you for your interest!

ACCFB equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, ACCFB complies with applicable state and local laws governing nondiscrimination in employment in every location in which the ACCFB has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

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