



Second Harvest Food Bank Santa Cruz County
Community Resource Navigator
\$48,027-\$52,291 Annualized Salary
NON-EXEMPT

About Us:

Come join Second Harvest Food Bank of Santa Cruz County! We are the first food bank in the State of California, and the second in the nation. We pride ourselves in providing 10 million pounds of food annually to over 65,000 people per month through our network of 100+ member agencies and programs. We believe that a thriving community is one where everyone has access to nutritious food to support their health and wellbeing. Our team is dedicated to inspiring and supporting our community to provide nourishment for all community members.

Second Harvest seeks to attract and retain a diverse workforce that brings a broad range of perspectives and experiences to our work. We value lived experience alongside learned experience and we encourage you to apply, even if you don't believe you meet every one of our qualifications. We welcome applications from all qualified individuals, including applicants with a criminal history.

About the position:

The Community Resource Navigator (CRN) serves a vital role for the community – acting as the first point of contact for Santa Cruz County residents in need of the Food Bank's assistance. The CRN is responsible for three primary resource functions:

- Answering our **Community Food Hotline** – helping connect neighbors in need to food distribution sites throughout the County or providing referrals to community partners if they are in need of services we don't provide.
- Managing our **Home Delivery Program**: intaking and coordinating food deliveries for homebound or critically ill community members.
- Serving as the **Receptionist** for Second Harvest: greeting and assisting all visitors, and distributing food and/or diapers to community members coming to the Food Bank for support.

In addition, s/he provides general office support with a variety of administrative activities across the organization and serves as the primary backup for Volunteer Program staff.

REPORTS TO: Chief People & Culture Officer

SUPERVISES: N/A

JOB SUMMARY:

Community Food Hotline (25%)

- Answers the Community Food Hotline; providing callers with bilingual assistance in finding local food distribution sites throughout Santa Cruz County.
- Answers emails and inquiries regarding community food distributions.
- Logs calls into the Hotline Database, ensuring we can accurately track Hotline usage data.
- Maintains a list of current resources and referrals to provide to callers who are seeking services that the Food Bank does not provide.
- Works closely with Agency staff to ensure up to date information on available distribution sites and food resources, and passing on trends in client needs.
- Manages Hotline phone system; ensuring the system is running smoothly and quickly addressing any issues with IT.
- Ensures the Hotline Binder is up-to-date with scripts and SOPs.
- Works closely with CalFresh benefits staff: connecting Hotline callers to their existing Case Specialist, screening callers not enrolled in CalFresh for interest in learning more about the program, and (where applicable) referring interested callers to the CalFresh team for further information. When Case Specialist are not available, logs caller information and reports back to Case Specialists on any leads.
- Promotes Safety Net programs (e.g. CalFresh, CalWORKs) benefit assistance, healthy food box program, home delivery services and additional referrals as needed.

Home Delivery Program (25%)

- Intakes and screens potential new participants for our Home Delivery Program.
- Manages Home Delivery Services orders using the CERES platform.
- Reviews orders before and after delivery to ensure that orders were complete and correctly delivered to participants.
- Troubleshoots and resolves complex issues regarding orders, deliveries, program eligibility, etc.
- Gathers and accurately records Home Delivery Service usage and participant data.
- Attends monthly meetings with program stakeholders, facilitated by Agency Department staff: actively participating and sharing insights.

Reception (25%)

- Greets and welcomes visitors (volunteers/donors/participants) in a professional and friendly manner; connecting them to the appropriate person and proactively troubleshooting to ensure that no one is left waiting.
- Manages visitor name badges and ensures visitors have appropriately checked in to ensure building safety and security.
- Remotely grants access via our automated gate to Agency Partners coming to pick up food; makes sure that the Warehouse receives timely notification of any Agency Partners pick-ups.
- Distributes Produce Bags to walk-in community members seeking food assistance, or Grab & Go bags for unhoused clients; alerting Warehouse when inventory is running low and following up proactively to ensure that both are replaced in a timely manner.
- Distributes diapers and wipes through our Diaper Bank program to walk-ins seeking supplies; alerting Warehouse when inventory is running low and following up proactively to ensure that both are replaced in a timely manner.
- Addresses complaints and proactively resolves issues; ensuring client or visitor complaints are brought to the attention of the relevant stakeholders.
- Serves as a communication hub in the event of an emergency.

Volunteer Services (20%)

- Serves as the primary backup for the Volunteer Program Manager (VPM). Every Monday, and on other days/times as needed when the VPM is out of office or otherwise unavailable, the Receptionist checks in volunteers, verifies hours and otherwise handles any volunteer issues that may arise.
- Ensures the Volunteer Program Manager is fully cross-trained so s/he can serve as the primary backup for the Receptionist; covering Hotline calls and walk-ins when the Receptionist is on lunch break or out of office.

Administrative Support (5%)

- Ensures that packages and deliveries are quickly distributed and not left in the Reception area.
- Acts as Secondary for mail opening: observes mail retrieval, stamping and opening of incoming mail each day. Verifies Daily Cash Receipt Log entries with his/her signature.
- Takes outgoing mail out to the mailbox daily.
- Provides ownership of donation barrels placed outside: ensuring donations are picked up in a timely manner by the warehouse and providing supervision of donated items.
- Creates mailbox and lanyard name badge for new employees when requested.
- Provides ownership of our front lobby and breakroom areas; ensuring they are clean and welcoming (contacting the Facilities team for maintenance or repairs as required).
- At the close of business hours: locks the front door and ensures conference rooms are closed up and tidied at the end of the day.
- Initiates purchasing and tracks inventory of cups, spoons, forks, stirrers, coffee, tea.

Other duties as assigned.

QUALIFICATIONS

Training and Experience

- 1-3 years of experience in customer-facing roles such as receptionist, customer service representative, or front desk assistant. Experience working with vulnerable and underserved populations (i.e., veterans, individuals with disabilities, unhoused individuals) is preferred.
- Experience managing multi-line phone systems and handling high call volumes efficiently.
- Experience working in a busy, bilingual office environment.

Knowledge/skills/ability

- **Communication:** able to converse tactfully, respectfully and effectively with staff and volunteers, community organizations and the public; including from diverse racial, ethnic and cultural groups, and community members in crisis. **Bilingual (English/Spanish) is required.**
- **Customer Service:** strong problem-solving skills and commitment to ensuring that community member needs are met, ensuring visitors, volunteers and clients have the best possible experience at the Food Bank.
- **Poise:** highly skilled in serving the needs of callers and visitors and remaining cool and collected while managing a busy office environment.
- **Multi-Tasking:** proven ability to handle simultaneous tasks, such as managing walk-ins, scheduling appointments, and handling phone calls. Ability to self-manage and appropriately prioritize tasks.
- **Technological Proficiency:** skilled user of the Microsoft Office Suite (including MS Teams), multi-line phone systems, database data entry, word processing, and spreadsheet management.
- **Team player:** flexible, reliable, with stellar collaboration skills and follow-through – this role touches every part of Second Harvest, so positive collaboration and the ability to build trust is a must.

OTHER REQUIREMENTS

- It is the responsibility of all SHFB personnel to participate in our Food Safety/Food Defense programs.
- Demonstrate ethical business practices, in conformance with all state and federal laws and regulations.
- Commitment to serving vulnerable populations and ending hunger in Santa Cruz County
- Demonstrate full adherence to the Code of Conduct and all policies/procedures related to compliance.
- Adherence to all applicable federal and state laws and regulations including, but not limited to, those governing confidentiality, privacy, program, billing, and documentation standards.
- Ability to meet the following physical requirements with or without reasonable accommodation:
 - Able to hear conversations on the phone and in-person. The person in this position frequently communicates with walk-in clients, volunteers, and CalFresh clients who call in or walk in with inquiries about their cases; must be able to exchange accurate information in these situations.
 - Must be able to sit or stand at a desk for long periods of time to perform certain job functions.
 - Be able to read, write, and interpret written reports, documents and manuals.
 - Able to safely lift or carry items, including Produce Bags, weighing up to 25 pounds.
 - Bi-manual dexterity and able to use a computer keyboard.
 - Frequent standing and sitting throughout the day.
 - Use hands to manipulate, handle, feel, and control items or equipment, including laptop computer.
- Given the front-line nature of our work, there will be instances where staff are required to work a flexible schedule in order to respond to community needs. Advanced notice will be provided.
- In instances of a federal, state or locally declared emergency, Second Harvest is considered an essential service and emergency responder; all its employees may be called in to perform regular or emergent duties.

STANDARD WORK SCHEDULE: Monday – Friday, 8:00 - 5:00pm. Occasionally, Saturday shifts will be needed to provide coverage for volunteer staff who are out on PTO.

WORKSITE: 800 Ohlone Parkway, Watsonville, CA 95076

WORK FROM HOME: Not Eligible

Job Details: This is a full-time, regular, non-exempt position with an hourly rate of \$23.09 - \$25.14, depending on education and experience.

BENEFITS: We offer competitive salaries and benefits and a rewarding work environment.

PAID TIME OFF: new hires accrue three weeks of vacation time in their first year of service, in addition to paid 10 company holidays, and 12 sick days, per year.

HEALTH AND WELLNESS:

- ✓ 4 Gold-rated medical plans: employer covered at 90%-80% depending on the plan.
- ✓ 100% employer-paid benefits for employee Vision, Dental, Life, Long-Term Care, Long-Term Disability, Accidental Death & Dismemberment and Employee Assistance Program
- ✓ Employer subsidized vision and dental insurance for dependents.
- ✓ AFLAC supplemental plans
- ✓ Health Care and Dependent Care Flexible Spending Accounts (FSAs)
- ✓ Supplemental coverage on Life and AD&D plans
- ✓ Pet Insurance

FINANCIAL BENEFITS

- ✓ 403(b) Retirement Plan with generous employer contribution.
- ✓ Tuition reimbursement program

To Apply: Please apply at <https://www.thefoodbank.org/careers>. This position is open until filled.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

Second Harvest is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.