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| South Plains Food Bank, Inc  5605 MLK Blvd., Lubbock, TX. 79404  (806) 763-3003 / Fax: (806) 503-2789 |

**JOB DESCRIPTION**

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| **Position Title** | **Department** | **Reports to:** |
| CARE Unit Representative | Community Impact | CARE Unit Coordinator |

**Position Summary**: The Community Assistance Referral Engagement (CARE) Unit supports the collaboration with the South Plains Food Bank to increase access to Food Assistance. This position works with individuals and partner referrals in assisting clients with application submission and provide referrals for food and other resources.

**Duties and Responsibilities**:

* Assist prospective current Clientele with enrollment with Food Assistance.
* Follow up with clients regarding their Food Assistance application at point of approval or denial.
* Maintain client records within the Charity Tracker data base of all client contacts and information.
* Work in conjunction with all staff to maximize relationships with current and potential partners.
* Assists CARE Unit in speaking to clients at their vehicle.
* Performs other duties as assigned.

**Qualifications**:

* High School Diploma.
* Must have proficient computer skills with in-depth knowledge of relevant software.
* Excellent written, oral, and interpersonal communication skills.
* Customer-service oriented.
* Excellent organizational, planning, and problem-solving skills.
* Ability to juggle and adapt to multiple projects with attention to detail and accuracy while adhering to deadlines in a high-energy, fast-paced environment.
* Ability to work independently with little or no supervision.
* Strong ethical character capable of exercising good judgment and discretion and handling confidential information.
* Committed to the organizational mission of ending hunger.
* Bilingual (English/Spanish) preferred.
* Must be able to lift a minimum of 25 lbs.
* Must be willing to work outside in various weather conditions.
* Must be willing to be a “runner”.
* Must pass a background check.