



Job Title: Customer Service (Receptionist) / Social Hall Coordinator

Status: Part-time, Non-Exempt

Reports to: Director of Social Services

Description:

West Side Campaign Against Hunger (WSCAH)—established in 1979 and now one of the largest and most successful food pantries in New York City—provides emergency food assistance and support services, including access to benefits like Supplemental Nutrition Assistance Program (SNAP), to low-income New York families. West Side Campaign Against Hunger’s mission is to alleviate hunger by ensuring New Yorkers have access with dignity to a choice of healthy food and supportive services.

Our Social Services department helps families connect to benefits and resources that help our customers on their pathway to stability and self-sufficiency. The receptionist greets customers upon entering WSCAH, records the visit in our Salesforce database, uses the Plentiful app to schedule next pantry appointment and helps them transition into the Pantry or into Social Services. This position requires planning, organizational and customer service skills. The candidate must be able to anticipate potential sources of customer stress and take preventive steps quickly and effectively while treating customers with dignity and respect.

Part-time, an average of 25 hours/week: Monday, Wednesday, Thursday, Friday 8:00 am–3:00 pm

Duties and Responsibilities:

- Use exemplary customer service to welcome and assist customers
- Open entry door promptly at 8:00 am and 1:00 pm
- Direct customer flow including: instructing customers where to sit, managing the walk-in and appointment process, and regulating client flow into the food pantry
- Use Salesforce to screen all customers and Plentiful to book returning pantry appointments
- Verify which customers are first-timers and instruct them on filling out an application and other next steps
- Verify family size for customers receiving a food card
- Field questions from customers on pantry hours, procedures and counseling services
- Work with counseling supervision and social hall volunteers to maintain order in the waiting area, monitor seating and assist with traffic flow
- Organize and replenish applications, counseling leaflets and informational materials on reception table
- Develop and maintain a filing system
- Maintain office supplies by checking inventory
- Respond to questions and requests for information

- Mediate and de-escalate customer conflicts
- Answer incoming calls and assume other receptionist duties when needed
- Promote special events, programs and services to customers
- Attend staff meetings and provide input to improve program operations
- Assist other programs at WSCAH as needed, i.e. Mobile Market
- Manage outside partner calendars, collect intake/sign in sheets from outside partners
- Other duties as required by supervisor.

Qualifications:

- Candidate must be bilingual (English/Spanish)
- Exceptional customer service skills
- Ability to multi-task and remain calm in busy, noisy work environment
- Sensitive to the needs of pantry customers
- Familiar with basic Office software (such as Microsoft Word and Excel), and interest and ability to master the Salesforce database.
- Interacts successfully with a wide range of people (clients, partners, donors, staff)
- Establishes smooth and effective working relationships

Please submit resume to Amy Mohedano, Director of Social Services at:

amohedano@wscah.org

This job description is intended to convey information essential to understanding the scope of the position and it is not intended to be an exhaustive list of skills, efforts, duties, responsibilities or working conditions associated with the position.

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