



Position Open: SNAP Call Center Associate, Part-Time
Posting Date: July 5, 2018
Reports to: SNAP Program Manager
Location: Hartford, CT

Position Summary:

End Hunger Connecticut! (EHC!) Supplemental Nutrition Assistance Program (SNAP) Call Center Associates are the heart and soul of End Hunger Connecticut!'s SNAP program. SNAP Call Center Associates answer calls for End Hunger CT!, toll free SNAP hotline. SNAP Call Center Associates answer all calls to the SNAP hotline, retrieve and respond to voicemail messages, screen potential applicants for SNAP eligibility, provide online assistance with SNAP applications, recertifications, periodic review forms, document submission, setting-up MyAccount, and problem solving. EHC! SNAP Call Center Associates must work as an effective team member through communication and collaboration with all team members and always strive to exceed client expectations by providing exemplary customer service. SNAP Call Center Associates represent EHC! in meetings, collaborations, develop and strengthen partnerships, and proactively provide SNAP outreach and assistance in communities across the state.

Duties and Responsibilities:

- Use and promote EHC!'s SNAP online prescreener to assist applicants seeking SNAP benefits
- Assist applicants with the online application process
- Maintain complete and accurate electronic client files
- Accurately and efficiently enter client data into EHC!'s prescreener, MyAccount, data tracker, and database
- Establish a professional and trusting relationship with clients and partners
- Communicate with clients in a professional and compassionate manner
- Follow End Hunger CT! standards for effective and positive communication at all times
- Adhere to strict confidentiality guidelines of End Hunger CT! at all times
- Participate in meetings, outreach, and volunteer events as assigned
- Actively follow and participate in End Hunger CT! social media strategies
- Complete administrative tasks as required
- Conduct SNAP Outreach trainings and lead presentations as needed
- Coordinate with EHC! SNAP Outreach partners and programs
- Work on and offsite independently and efficiently

Qualifications:

- Exceptional attention to detail
- Excellent verbal communication skills
- Ability to multi-task efficiently with phone communication and accurate data entry and management
- Manage time and responsibility with the ability to prioritize tasks proficiently
- Demonstrated ability to work independently and proactively in a fast-paced environment
- Impeccable integrity, discretion and work ethic
- High energy and passion for anti-hunger work
- Willingness to work a flexible schedule when necessary
- Knowledge of federal nutrition programs a plus
- Bilingual English/Spanish highly preferred

End Hunger CT! is an equal opportunity employer. This is a part time position (20 hours) with a work schedule including evening and weekend hours. For consideration please submit your resume via fax to 860-560-2108 or email to: syearwood@endhungerct.org and CC: suser@endhungerct.org and enter **SNAP CALL CENTER POSITION** in the subject line of your email. Applications must be submitted by July 20, 2018

NO PHONE CALLS WILL BE ACCEPTED.

65 Hungerford Street ■ Hartford, Connecticut 06106-1425 ■ phone: 860.560.2100 ■ fax: 860.560.2108

www.endhungerct.org ■ [@endhungerct](https://twitter.com/endhungerct)