SNAP Application Coordinator

Job Title: SNAP Application Coordinator
Reports to: Income Stability Programs Manager
FLSA Status: Non-exempt
Department: Impact
Division: Food Security Partnership
Date: June 2018

Job summary: The SNAP Application Coordinator will provide information about the Supplemental Nutrition Assistance Program (SNAP) and application assistance to families in need within the Greater Pittsburgh Community Food Bank’s service area. The SNAP Application Coordinator is primarily responsible for providing one-on-one SNAP application assistance over the phone for individuals and families that express an interest in applying. He or she works as a member of a team to achieve the goals of the Food Security Partnerships area and the strategic plan of Greater Pittsburgh Community Food Bank by increasing enrollment in the SNAP program.

Duties & responsibilities:
- Assist individuals with completing SNAP applications and submitting documents for SNAP applications
- Complete all follow up procedures as needed to assist SNAP applicants in applying for and/or obtaining benefits
- Maintain current knowledge and understanding of the SNAP application process
- Listen, assess and troubleshoot issues related to SNAP program enrollment
- Train and provide support for the SNAP application assistance volunteer team
- Work with volunteer coordinators to maintain schedules of all SNAP application assistance volunteers
- Build relationships and coordinate with local County Assistance Offices to track and follow up on applications
- Maintain information for evaluations and prepare periodic written reports on the progress of the project and its impact of overall partnership goals
- Maintain Client Records Management (CRM or Service Insight Tool) System & accompanying spreadsheets
- Additional responsibilities as determined by the Food Security Partnerships Director & Income Stability Programs Manager

Qualifications:
- Must possess an Associate’s degree; Bachelor’s degree preferred
- Have a minimum of two years of experience in direct service within social or human service organizations
- Ability to work with people from diverse social and ethnic backgrounds
- Ability to work independently and as a part of a team
- High quality customer service skills (exhibit objectivity, persistence, calmness & helpfulness)
- Attention to detail and follows through on tasks
- Excellent computer skills required
• Available to work one weekend day each week during a 40 hour work week
• Automobile & valid Pennsylvania's driver's license are required.

Certificates: Act 33 & 34 Clearances, FBI Clearances

Disclaimer: The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all responsibilities, duties, and qualifications required of employees assigned to this job.

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How to Apply: Go to https://cssgpfb.sentrichr.com/?requisition=89 click apply, create a login, fill out our online application, and attach resume and cover letter.