

JOB DESCRIPTION

POSITION: SNAP Helpline call agent

SUPERVISED BY: Virginia Hunger Solutions Director

GENERAL DESCRIPTION: Virginia Hunger Solutions (VHS) is an initiative to fight hunger and improve the nutrition, health, and well-being of children and families throughout the Commonwealth who struggle with poverty. Virginia Hunger Solutions, housed at the Virginia Poverty Law Center (VPLC), was launched on November 1, 2013 with funding from the Food Research and Action Center (FRAC). Our mission is advanced through public education, advocacy, and outreach.

VHS works to protect and strengthen the Supplemental Nutrition Assistance Program (SNAP), which currently serves over 800,000 Virginians; and increase participation in the National School Breakfast Program, which reached 63 percent of students who qualified for free or reduced-priced meals during the 2017-2018 school year.

Starting July 1, 2021, SNAP expanded to over 25,000 households in Virginia. To help with applications, VPLC/VHS created a SNAP helpline. Virginians will call the helpline, leave a voicemail with their contact information, and we will return their call to help them sign up for SNAP or answer questions.

POSITION SUMMARY: Help Virginians apply for SNAP over the phone by filling out applications on their behalf on CommonHelp. We will also follow up with each applicant at pre-determined intervals to ensure they have received a response from DSS.

DUTIES:

- Become knowledgeable about eligibility requirements for SNAP
- Provide application assistance over the phone
- Record activities in database
- Follow-up with clients

MINIMUM REQUIREMENTS:

- Enrollment at a higher education institution, bachelor's degree, or relevant experience
- Comfortable assisting people of diverse economic, social, and ethnic backgrounds via phone
- Personal phone (recommend using a Google Voice number when making outbound calls)
- Personal computer with internet access
- Ability to multitask; specifically, the ability to ask for information and accurately enter it into the computer or on a paper application while on the phone
- Desired computer skills:
 - Accurate typing & data entry
 - Internet navigation
 - Basic computer skills, such as copy/paste and navigating between different windows and tabs

DESIRED LANGUAGE SKILLS:

- Bilingual – in English and Spanish, preferred

TIME REQUIREMENTS AND SCHEDULE:

- Able to commit to a minimum of 20 hours a week.
- Willing to complete a criminal background check.
- Looking to fill the position immediately.
- The position will be from October 2021 through the end of February 2022

BEHAVIORAL EXPECTATIONS:

- Excellent customer service phone skills
- Friendly and helpful demeanor
- Detail oriented

LOCATION:

This position is flexible and can be remote, hybrid, or in-person.

PLACEMENT AND TRAINING:

Applicant will be required to successfully complete an application, an interview, provide references and submit information for a Criminal Background Check. VHS will provide training and provide ongoing supervision. Prior knowledge of SNAP is not required.

COMPENSATION:

This is a part-time, contract position and not eligible for benefits. Compensation will be \$18/hour.

APPLICATION INSTRUCTIONS:

Interested applicants should submit a resume and three references to our position hiring manager at hiring@vplc.org.