



Position Open: SNAP Call Center Associate, Part-Time  
Open Date: January 21, 2020  
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 Associate duties include answering all calls to the SNAP hotline; retrieving and responding to voicemail messages; screening potential applicants for SNAP eligibility; and, providing online assistance with SNAP applications, recertifications, periodic review forms, document submission, and setting-up MyAccount. EHC! SNAP Call Center Associates must work as an effective team member and strive to exceed client expectations by providing exemplary customer service. SNAP Call Center Associates also represent EHC! in meetings, collaborations, and partnerships, while also providing 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.
- Adhere to strict confidentiality guidelines.
- Complete administrative tasks as required.
- Conduct SNAP Outreach trainings and lead SNAP presentations as needed.
- Coordinate with EHC! SNAP Outreach partners and programs.
- Work on- and off-site independently and efficiently.

**Qualifications:**

- Exceptional attention to detail;
- Excellent verbal communication skills;
- Bilingual English/Spanish required, other languages considered;
- Ability to multi-task efficiently;
- Manage time and 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; and,
- Knowledge of federal nutrition programs a plus.

**End Hunger Connecticut!** is an equal opportunity employer. This is a part-time position (15-20 hours) with a work schedule comprised of evening and weekend hours. For consideration please submit your resume via email to [ehcjobposting@gmail.com](mailto:ehcjobposting@gmail.com) and enter **SNAP CALL CENTER POSITION** in the subject line of your email. **NO PHONE CALLS WILL BE ACCEPTED.**