



Job Title: BILINGUAL INTAKE SPECIALIST

FLSA: Nonexempt

Full time: 40hours/week

Hourly Rate: \$18.50

Supervisor: Director of Nutrition Services

Position Description: The Bilingual Intake Specialist conducts the applicant intake interview, reviews applications for completeness, and verifies additional information submitted by the applicant to continue services.

The Bilingual Intake Specialist serves as a member of the Client Services team and provides backup to other team members in all functions.

The ideal candidate will be passionate about the mission of Mama's Kitchen; possess a collaborative spirit and enjoy an openwork setting; and incorporate the highest levels of ethics and professionalism.

Primary Responsibilities:

1. On a daily basis, calling approved applicants to conduct intake interviews
2. Register clients and dependents for meal delivery in accordance with agency and all funding source policies and procedures.
3. Maintaining all client data required by Mama's Kitchen and their funding sources
4. Processing documents submitted by applicants
5. Following up with clients and sharing vital information
6. Monitoring client compliance in regard to stopping and starting meals in accordance with Mama's Kitchen policies and procedures.
7. Employing good communication skills and diplomacy in interfacing with staff, board members, volunteers, and donors
8. Honoring agency policies and procedures

Other Duties: As assigned by Director of Nutrition Services

Required Skills:

1. Great interpersonal and customer service skills
2. Written and verbal fluency in English and Spanish
3. Ability to learn new software applications
4. Good organizational skills
5. Impeccable attention to detail
6. Strong ability to work quickly and accurately
7. General administration skills

8. Self-led: Knows and completes responsibilities in assigned timelines, asks for clarifications when needed
9. Decisive: Thoughtful when considering options, seeks input from others, makes difficult decisions when necessary
10. Able to work in multi-person and multi-activity office space
11. Be able to lift 50 pounds.

Vision Statement:

At Mama's Kitchen, we envision a community where all individuals with critical illnesses are no longer vulnerable to malnutrition.

Mission Statement:

Mama's Kitchen believes that everyone is entitled to the basic necessity of life – nutritious food. Our services improve the health and well-being of individuals and families vulnerable to malnutrition due to critical illness.

Mama's Kitchen Core Values

Dignity and Respect: Focus on the individual is at the heart of everything we do at Mama's Kitchen. Mama's Kitchen fosters a community where mutual respect and dignity are preserved by promoting humanity, compassion and empathy towards our clients, donors, volunteers and staff.

Reliability: Mama's Kitchen is resourceful, efficient, and flexible. Our clients tell us that reliability is what sets Mama's apart from other organizations.

Integrity: Guided by honesty, loyalty and a commitment to confidentiality, Mama's Kitchen is responsive to the needs of all our clients, volunteers, donors and staff. We pride ourselves in doing what we say we are going to do.

Diversity: Mama's Kitchen is an all-inclusive family. We foster a welcoming environment and embrace all members of the community without judgment.

Team Work: Mutual effort and unity are the ingredients that allow our mission to succeed.

Equal Opportunity

Mama's Kitchen has a long-standing commitment to equal employment opportunity for all applicants for employment. Employment decisions including, but not limited to, those such as employee selection, performance evaluation, administration of benefits, working conditions, employee programs, transfers, position changes, training, disciplinary action, compensation, and separations are made without regard to race, color, religion (including religious dress and grooming), creed, national origin, nationality, citizenship status, domestic partnership status, ancestry, gender, affectional or sexual orientation, gender identity or expression, marital status, civil union status, family status, age, mental or physical disability (including AIDS or HIV-related status), atypical heredity cellular or blood trait of an individual, genetic information or refusal to submit to a genetic test or make available the results of a genetic test, military status, veteran status, or any other characteristic protected by applicable federal, state, or local laws.

Please send Resume and cover letter to jobs@mamaskitchen.org