



Job Description:

INTAKE / DATA ENTRY SPECIALIST

Department: Programs
Reports To: Program Manager
Supervises: not applicable
Date: October 2024

About Elk Grove Food Bank

Looking for mission-driven work? Do you want to start each day knowing you are going to help put nutritious food in front of hungry people? Do you want to go home each day knowing you've made a difference for families, seniors, and those in need?

Elk Grove Food Bank Services (EGFBS) provides food to an average of more than 14,000 individuals each month. EGFBS mobilizes individuals, companies, and community partners to connect our local residents to the food they need. With a strong commitment to nutrition, EGFBS also works hard to distribute fresh produce to those in need.

Job Summary

The Intake/Data Entry Specialist is responsible for working directly with new clients for all aspects of client intake, including compliance with eligibility requirements and the data entry of client information from paper documents into digital programs and spreadsheets, ensuring accuracy and efficiency. It is essential that the incumbent be empathetic, courteous, professional, meticulous with detail and protocol in all interactions with potential and current clients, staff, volunteers, and the public, and highly organized.

Essential Duties and Responsibilities

- Meet directly with new clients and obtain the information necessary to register the incoming client for services provided by Elk Grove Food Bank.
- Ensure all new and updated client data is entered into the required databases accurately and efficiently, within prescribed time frames.
- Assist with client database management.
- Sort and organize hard copies of paperwork after entering data electronically.
- Process customer and account source documents by reviewing data for deficiencies.
- Purge files to eliminate duplication of data.
- Follow policies and procedures and provide recommendations if changes are needed.
- Maintain customer confidence and protect operations by keeping information confidential.
- Contribute to team effort by accomplishing related assignments as requested.

- Assist with special projects that require large amounts of data entry.
- Operate common office equipment, such as copiers, printers, and scanners.
- Provide administrative support as requested.

Job Specifications

Education:

- High School Diploma or equivalent is required

Experience:

- Minimum two years of experience using Excel
- Proven experience as a data entry clerk or specialist preferred
- Previous experience working in an office setting preferred

Knowledge, Skills, and Abilities:

- Bilingual preferred
- Ability to communicate effectively and respectfully with people from different racial, ethnic, and cultural groups and from different backgrounds and lifestyles
- Ability to demonstrate a high degree of accuracy in data entry and database work.
- Strong organizational skills that reflect ability to organize work, set priorities, exercise independent judgement, and demonstrate flexibility in balancing the needs of various programs, clients, and staff.
- Proficient in Microsoft Excel, and Microsoft Office Suite generally.
- Maintain a high level of confidentiality at all times.
- Good command of English, both oral and written, and customer service skills
- Specific vision abilities required by this job include close vision and ability to adjust focus
- Demonstrated ability to maintain a level of professionalism, promoting Elk Grove Food Bank's community spirit, and committed to the organizational mission "to provide essential resources to overcome the many faces of hunger and human need."

Job Context

- Indoor office environment
- Ability to sit for long periods of time
- Ability to report the same movements
- Ability to use fingers to grasp, move, or assemble small objects

Compensation and Hours

Part time, non-exempt position (hourly) with PTO benefits. Range for pay rate is \$20 to \$23 per hour and will be commensurate with experience. The hours are Mondays through Fridays, from 9:00 am to 3:00 pm. *Please note that occasional weekend and after-hours work may be required to meet project deadlines or to support special events. Flexibility to accommodate these requirements will be appreciated and is considered an integral part of this role.*

The Essential Duties and Knowledge, Skills, and Abilities listed above are not intended to be an exhaustive list for this position. They are intended to be exemplary of the level and

complexity of work generally performed by a person in this job. The duties and responsibilities may be changed due to evolution of the position or to reflect the special abilities or disabilities of the person in the position.

To apply: Interested applicants should send their resume with a cover letter and compensation requirements in an email with the subject line of "Intake/Data Entry Specialist" to **info@egfbs.org**.