OUR EXCITING OPPORTUNITY

Community Action Partnership has an exciting opportunity for

Eligibility Technician – Bilingual English/Vietnamese

The Commodity Supplemental Food Program (“CSFP”) Eligibility Technician will assist with daily operation of food box deliveries, both at designated distribution sites and home deliveries, to senior citizens while following program procedures to ensure that requirements are aligned to build sustainable support in impacting the lives of hundreds of residents; playing a critical part in the work and dedication of Community Action Partnership of Orange County's initiatives. It's leadership with a cause and the rewards are immeasurable!

WHO WE ARE

Born out of the War on Poverty more than 50 years ago, Community Action Partnership Orange County (CAP OC) is a trusted resource for Orange County community members who face obstacles such as food insecurity, unemployment, economic turmoil and more. We walk alongside the people we serve, and we act to meet immediate needs without delay. Our programs help empower people to improve their lives and their communities. We see poverty as an unacceptable reality for our neighbors and rally with key partners to help facilitate change.

CAP OC hires professionals who support and embody the following EPIC values:

Going above and beyond in every interaction and activity we undertake. We strive for EXCELLENCE in service, keeping a pulse on the most up to date innovations within our industry. Together we continually assess and improve the way to work and enhance the strategies we utilize to meet the needs of our community.

Reaching our goals by working collaboratively with each other and our community. We are working to do the things that have not been done: empowering families and individuals to financial independence, breaking the cycle of poverty, creating financial equity, combating food insecurity, and establishing healthy and energy-efficient living conditions for all through social innovation. All of this takes PROACTIVENESS, and an intrinsic motivation that drives us to go above and beyond to create cutting-edge trends and program designs. We have the will and the energy and won't stop until the needs of our underserved community no longer exist.

We are a team of high INNOVATION. We value the work we do; the people we serve; and treat each other with respect and kindness. We also have an environment of engaging in social economic justice by sharing of ideas and not afraid to try new things that increases our educational capacity. We think outside of the box, and challenge prevailing assumptions about issues of poverty.

Reaching our goals by working in partnership with each other and our community. The work we do is deeply rooted in the COLLABORATION we have with our community and its citizens. We care about the legacy of community action partnership and go above and beyond to ensure we support each other in bringing forth the services and resources that will positively change generations forever.
We have remained true to our mission “*We seek to end poverty by stabilizing, sustaining and empowering people with the resources they need when they need them. By forging strategic partnerships, we form a powerful force to improve our community.*”

**VALUES**

In addition to our EPIC values our external values are as follows:

**Leadership**  
We are guiding critical shifts in how people think and act to address the root causes of poverty

**Collaboration**  
We bring together all capable partners to achieve transformative results

**Trust**  
For over 50 years, the community has counted on us to empower those in need

**Compassion**  
We treat each person we serve respectfully and with great care

**Justice**  
We are passionate about advocating for those living in poverty and creating equity throughout the region

**WHAT YOU WILL ACCOMPLISH IN THIS ROLE**

Under supervision of the CSFP Manager, the Eligibility Technician will oversee the eligibility, intake, and distribution process for senior participants to receive a monthly food box following the intake process including using the electronic intake/database system. Delivery will occur at established distribution sites and/or home deliveries during the workday and on weekends. Duties performed in this position will require bi-lingual English/Vietnamese written and oral skills.

*This position is non-exempt status with a starting wage of $23.00 per hour.*

*The work schedule for the CSFP Eligibility Technician does not allow for a remote or hybrid work schedule.*

*Bilingual English/Vietnamese is required for this position.*

**ROLES AND RESPONSIBILITIES**

- Field duties include daily assignment at a food distribution site and/or home delivery schedule in Orange, Los Angeles, and Riverside counties using a personal vehicle or CAP OC vehicle to travel to/from assigned delivery schedule.
- Determine eligibility of participants for services using established program guidelines and inputting participant enrollment information into the CSFP database. Complete data entry on a daily basis, ensuring completeness, confidentiality, and accuracy, monitor for errors and correct as appropriate.
- Maintain and update electronic files on a daily basis to ensure client information is correct for their assigned field site or home delivery. Follow up with participant and/or management staff as needed.
- Schedule meetings with participants and/or answer telephone inquiries in order to answer questions about CSFP, programs, eligibility, or making a referral to health services, and other resources within the county as needed.
- Conduct outreach programs and/or workshops to achieve distribution goals, along with conducting nutrition education workshops with participants.
• Maintain electronic records and hard copies as required, assist and complete required reports for internal use, audits, submission to the Orange County Food Bank programs, government agencies and business partners.
• Assist with the training and supervision of volunteers.
• Follow all safety guidelines established by CAP OC, Food Bank, and distribution of food boxes.
• Other duties as assigned.

THE IDEAL CANDIDATE HAS KNOWLEDGE AND EXPERIENCE IN
• Providing excellent customer service in order to maintain and grow relationships with staff, participants, distribution site personnel, public officials, private industry, community groups, and volunteers.
• Working both independently and collaboratively within a team while working efficiently with demanding time constraints.
• Proficient communication skills, both in oral and written forms, and have ability to communicate effectively in person, through emails, and over the phone.
• Effective leadership skills such as planning and delivery, collaboration, problem-solving, and adaptability.
• Project coordination in order to keep distributions on track, meet deadlines, and work progressing.
• Basic administrative skills such as answer telephones, copying, faxing, setting up files, accurate filing, data entry, record keeping principles and methods, business writing and business correspondence.
• Inventory systems, running reports out of the system, training others on using a system.
• Analyzing and interpreting various materials to make recommendations, understand and apply program rules, regulations, and procedures.

IDEAL CANDIDATE MUST BE
• Customer service oriented: Establish rapport with staff, volunteers, community groups, agencies, and participants from culturally diverse backgrounds.
• Ethically Focused: Understand ethical behavior and business practices and ensure own behavior and the behavior of others are consistent with these standards and aligns with the values of the organization.
• Collaborative: Work cooperatively and effectively with others to set goals, resolve problems or conflict, and make decisions that enhance organizational effectiveness.
• Lead: Positively influence others to achieve results that are in the best interest of the organization.
• Safety minded: Understand all CAP OC safety guidelines, follow guidelines on a daily basis, and help ensure staff and participants are following all safety guidelines.
• Work focused: Be detail oriented while working accurately and efficiently on a consistent basis without assistance. Strong organizational skills. May require working weekends, evenings, and holidays when/if needed to meet participant and/or distribution demands. Workdays and hours of work are subject to change. Deliveries will vary between distributions at established sites and/or home delivery.
• Planning/Organization: Consistently demonstrate planning, organizational, execution and delivery skills for distribution sites, home deliveries, events, and reports to be delivered on time, within budget and achieving intended results.
• Language skilled: Demonstrate a clear, concise, and effective communication skills both orally and written in English and Vietnamese languages.
• Mathematical: Write, compose, and complete mathematical calculations correctly and in a timely manner. Compose and compile numbers, statistical data, and obtain other information for forms, reports, and presentations.
Computer literate: Competently use the Internet, Web based databases, Microsoft Office (Word, Excel, Outlook and Teams) and other applications via a desktop and/or laptop computer, PC Tablet and/or Notebook, or I-Pad. Competently use a printer, copier, 10-key calculator, Smart cell phone and/or other electronic devices. Use a variety of computer databases to ensure that participant records, statistics and reports are completed.

**EDUCATION AND EXPERIENCE**

High school diploma or equivalent required. Must be bi-lingual in English and Vietnamese. Experience and/or education in a non-profit and working with diverse cultures desired.

**TRAVEL**

Possess a valid California Driver’s License with a driving record that meets minimum standards established by CAP OC insurance carrier, proof of vehicle insurance, access to a vehicle and willingness to drive/travel when required.

Travel can be within Orange, Los Angeles, or Riverside counties during the business day and/or on weekends. Incumbent may need to use personal vehicle or drive a CAP OC truck or van. Possible travel may be during early morning or evening hours.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The work environment for this role is both indoors in a warehouse environment and outdoors in varying temperatures and weather conditions. While performing the duties of this job, the employee is regularly required to bend, stoop, reach, pull, push, stand, kneel, sit, twist, turn, stand, walk, bend at the waist, talk and hear, vision abilities include close vision, distance vision, color vision, ability to adjust focus, prolong manual dexterity of wrist and fingers, and moderate to prolong computer work. The employee must regularly lift and/or move objects up to forty (40) pounds. Employee will experience prolonged periods of both sitting and/or standing and may be called upon to work outdoors in varying temperatures and weather conditions. Work is performed in a Warehouse environment or outdoors with variations in temperatures based upon outdoor weather conditions.

**MEDICAL EXAMINATION AND BACKGROUND CHECK**

A medical examination is required of each new employee whose physical condition must meet the minimum requirements prescribed for the position. In addition, prospective employees must pass a pre-employment physical, drug screen, Live Scan, and background check. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**THE PROMISE OF COMMUNITY ACTION**

Community Action changes people’s lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

**HOW TO APPLY**

Please Apply at Community Action Partnership of Orange County’s website at [www.capoc.org](http://www.capoc.org).