



EMPLOYMENT OPPORTUNITY

Kalamazoo Loaves and Fishes is searching for a part-time call center assistant to work approximately 3 hours per day, Monday through Friday mornings, in our call center on Portage Street in Kalamazoo.

Kalamazoo Loaves & Fishes Mission:

We will feed hungry people and engage the community in the fight to end hunger.

Position Summary:

The Call Center Assistant supports the mission of KLF by working under the general supervision of the Call Center Coordinator to work call center phone lines, provide assistance to callers in need of food resources, answer questions, record referrals, provide clerical and data entry tasks, and offer support and guidance to call center volunteers. The ability to speak a language other than English, especially Spanish or Arabic, is preferred.

Applicants must be able to perform the following essential functions, with or without reasonable accommodations:

- Answers food line to make appointments and set up accounts for clients in need of food resources.
- Answers caseworker line to document referrals and assist with caseworker food pick up.
- Assists Call Center Coordinator with daily pantry communications for food distribution.
- Supports walk-in clients through account creation and food pick up appointments.
- Provides data entry as well as general clerical support to call center.
- Provides support to call center volunteers in conjunction with the Call Center Coordination.
- Supports training of call center volunteers at the direction of the Call Center Coordinator.
- Participation in various community and KLF committees, as assigned.

Minimum Requirements:

- High School Diploma or equivalent.
- One (1) year experience in a customer service or community-based human services position.
- Demonstrated ability to maintain confidentiality and exercise good judgment.
- Superior customer service, interpersonal, and relationship-building skills, including the ability to de-escalate difficult situations, persuade, and negotiate with customers and volunteers.
- Ability to maintain confidence and calm in stressful situations, and knowledge of how and when to seek additional support, both internal and external.
- Good problem-solving skills.



Preferred Requirements

- Associate's degree in a human services field, or equivalent.
- One (1) to three (3) years in a customer service or community-based human services position.
- Ability to speak languages other than English, including Spanish and Arabic.

This job description is an example of the general requirements of the position and is not intended to be exhaustive or all-inclusive. A complete position description is available upon request.

Kalamazoo Loaves & Fishes' Non-Discrimination Policy:

No person shall be excluded from KLF services, employment, or volunteer participation because of ethnicity, race, national origin, age, height, weight, genetic status, gender identity, sexual orientation, marital status, economic circumstance, veteran status, physical and/or mental abilities/characteristics, philosophy/religion, or any other status that is protected by the State of Michigan, federal law, or by local ordinance for those jurisdictions where KLF operates.

Equal Opportunity Employer:

KLF is committed to fair employment practices, equal employment opportunity, and to promoting diversity in its broadest definition. Equal employment opportunity means compliance with state and federal regulations as well as following those practices which promote diversity and fairness of employment opportunity. Fair employment practices mean that all employees shall have access to the various aspects of employment such as hiring, promotion, compensation, and training. It is the policy of KLF that all employees and applicants for employment share fairly in these aspects of employment.

To apply for this position, please submit your resume and cover letter to denise@kzoolf.org

You may also mail or drop off your resume and cover letter to:

Kalamazoo Loaves & Fishes
901 Portage Street
Kalamazoo, MI 49001
Attn: HR Department