



**Job Title:** Food Assistance Navigator, Bi-Lingual (English/Spanish)  
**Reports to:** Food Assistance Program Manager  
**Status:** Full-time, non-exempt  
**Salary:** \$35,360 annually, including differential for Spanish fluency

### **About the Organization**

**Hunger Free Colorado**, a statewide nonprofit organization launched in 2009, connects families and individuals to food resources and fuels change in systems, policies, and social views, so no Coloradan goes hungry. By leveraging the power of collaboration, innovation, and partnership, the organization eliminates barriers to the access of affordable, nutritious food, so all Coloradans can thrive and reach their full potential.

### **Job Summary:**

As a key team member of the Food Resource Hotline, the Food Assistance Navigator works in the following ways to help connect Coloradans to food resources:

- Answer incoming calls to the food resource hotline, assist with food program applications, and provide referrals to clients for services that meet their needs
- Provide outreach to the public at mobile application assistance sites to assist individuals in applying for food assistance programs
- Additional projects that further the work of the hotline in data analysis, policy, nutrition education, or other relevant areas, depending on interests and skill set.
- With outstanding performance, there is typically an opportunity for growth within the organization

### **Job Responsibilities:**

The Food Assistance Navigator will:

- Answer hotline calls; screen callers for SNAP eligibility; provide referrals to food pantries and other food assistance programs
- Help all potentially eligible customers apply for SNAP through the Colorado PEAK website or through a paper application
- Educate the customer on the remaining steps of the process to prepare the individual for their interview with their local human services office
- Provide SNAP application assistance at mobile outreach locations using established procedures
- Track all customers in Salesforce database
- Provide follow-up to SNAP applicants to ensure timely submission of documents
- Provide statewide technical assistance and support to customers, community-based organizations and communities working on expanding SNAP participation
- Present SNAP and hotline information to community partners, as needed
- Maintain accurate knowledge of all federal food programs rules and regulations
- Provide excellent customer service
- Other duties as assigned

**Preferred Knowledge, Skills and Abilities:**

- Bi-lingual (Complete Spanish fluency required)
- High School Diploma required; Associates degree preferred, or 12 months' experience working in a human services field or call center
- Demonstrated experience and comfort working with diverse individuals and economically disadvantaged populations
- Organized with exceptional attention for details and accuracy
- Occasional evening and weekend work required
- Valid driver's license and reliable transportation required
- Proficient in Microsoft Office, specifically Word, Outlook and Excel
- Familiarity with Salesforce or another CRM system preferred
- Ability to work independently and as a team with a commitment toward a quality work product and team goals

**To Apply:** Please send a resume and cover letter specifically outlining your qualifications in the areas identified under Preferred Knowledge, Skills and Abilities as one document titled "LAST NAME\_FIRST NAME Food Assistance Navigator, Bi-Lingual" to [hr@hungerfreecolorado.org](mailto:hr@hungerfreecolorado.org), position is open until filled. No phone calls, please.

Applications that don't specially address the core required competencies above will not be considered. For more information about our programs go to [www.hungerfreecolorado.org](http://www.hungerfreecolorado.org)