



FOOD BANK
OF NORTHEAST GEORGIA

Our Vision: “Every Neighbor. With Enough Food. Everyday.”

Job Title: SNAP Benefits Coordinator
Reports to: Director of Member Relations
Classification: Full-Time, Nonexempt
Location: Athens, GA
Compensation: \$23/hr

About Us:

The mission of the Food Bank of Northeast Georgia is to connect neighbors with nourishing food. Our team has united for 34 years to build a greater understanding of food insecurity; create clear pathways for donors, volunteers, and community members to invest in solutions to this widespread problem; to serve as the hub of an expansive supply and distribution network; and, ultimately, to bring food insecurity to functional zero across our 15-county region.

Our Values:

Accountability: We commit to continuous improvement and transparency in all that we do.

Belonging: We create a place of welcome and hospitality for all.

Compassion: We acknowledge that hunger is a burden that no one should bear alone.

Dignity: We honor the humanity of all people.

Efficacy: We get things done and understand the urgency of our work.

Stewardship: We honor the power of giving by applying resources in a mission driven and thoughtful manner.

Job Summary:

SNAP is an impactful and sustainable method of food access; the SBC plays an integral role in our mission to connect neighbors with nourishing food through engagement with Food Bank staff, Members, partners, and community organizations.

The SNAP Benefits Coordinator (SBC) facilitates Neighbor access to SNAP benefits across the Food Bank of Northeast Georgia's 15-county service region by providing application assistance to eligible Neighbors and supporting applicants during Georgia Department of Family and Child Services (DFCS) process.

Working closely with the Director of Member Relations and the Philanthropy Team, the SBC regularly evaluates SNAP Outreach approach to ensure the goal of



increasing SNAP referrals and successful applications. The SBC also works with the Food Bank Fellow (intern) to engage in community meetings and events to promote SNAP, set up referral pipelines, and interact with Food Bank Members in on-site application assistance.

As a member of the Food Access & Procurement Team, the SNAP Benefits Coordinator participates in team meetings, assists with event planning and execution, and provides team support as needed.

Key Responsibilities:

SNAP Application Assistance

- Assists neighbors with completing and submitting SNAP applications in a manner that reflects the Food Bank's organizational values
- Provides eligibility pre-screens to neighbors interested in applying for SNAP
- Maintains appropriate communication with applicants throughout DFCS processing of SNAP applications
- Tracks referrals and submitted applications
- Maintains all SNAP records in compliance with HIPPA and all other relevant regulations

SNAP Engagement and Support

- Assists the Director of Member Relations in preparing for SNAP audits
- Provides weekly updates and monthly reports to Director of Member Relations
- Attends Member Relations Team meetings
- Actualizes the SNAP Outreach efforts of Food Bank's Operation Response Plan (ORP) across the Food Bank's service region
- Seeks and establishes SNAP partnerships
- Attends relevant community events to promote SNAP and/or provide on-site application assistance across the Food Bank's service region
- Supports Food Bank Fellow in SNAP outreach and education efforts
- Collaborates with Food Access Coordinators to keep Members informed about SNAP and to schedule on-site application assistance opportunities
- Partners with the Philanthropy Team and Assistant Director of Food Access to ensure SNAP materials are consistently updated and on-brand
- Stays current on policy updates affecting SNAP
- Assists with Food Bank events and Other duties as assigned

Qualifications:

- Candidate must be able to pass criminal background check and drug screening.
- Must have a clean driving record and access to a vehicle.
- Must be willing to travel across the Food Bank's 15-county region as needed.
- Must have strong community organization and networking skills.
- Must have excellent communication and interpersonal skills.
- Must exhibit prominent time-management skills
- Must be capable of interacting with diverse groups of stakeholders
- Must be flexible and comfortable with adapting to evolving programmatic needs.
- Must be self-motivated and positive.



FOOD BANK OF NORTHEAST GEORGIA

- Strong technology skills including Outlook, Word, Excel, PowerPoint, Canva, and must be capable of learning the use of other in-house data and reporting systems.
- Bilingual preferred (English / Spanish) with the ability to communicate clearly both verbally and in written communications

Personal Qualities:

- Ability to work amicably and collaboratively across all Food Bank departments and staff.
- Ability to work independently.
- Highly self-motivated, flexible, and able to multi-task.
- Must be well-organized and able to coordinate a busy schedule.
- Ability to effectively communicate eligibility guidelines and approval processes of benefits programs to neighbors.
- Ability to communicate empathetically and treat SNAP clients in a warm, courteous, and helpful manner.
- Must be committed to the mission, values, and initiatives of the Food Bank.

Work Environment:

Candidate's work will be value, goal, and deadline oriented. Regular onsite work and predictable attendance at the Food Bank of Northeast Georgia branch in Athens will be required. Saturday availability and local travel are requirements for this position. Some extended hours and evening availability may be required as needed. Extended computer work is expected.

Physical Demands:

- The ability to occasionally lift, move, and carry objects weighing up to 25 lbs. safely and comfortably.
- The ability to drive multiple hours a day, as needed.
- The ability to use close vision, distance vision, peripheral vision, and depth perception to see and respond while driving.
- The ability to speak, for expressing or exchanging information and instructions through spoken word.
- The ability to receive instructions or information by means of oral communication.

Workplace Details and Benefits

Office Location: 890 Newton Bridge Road

Office Hours: 8:00am-4:30pm; in-person

(occasional evening, weekends; some travel required)

Professional Development: We maintain an ongoing and open commitment to professional development and leadership. Staff have opportunities through:

- Feeding America
- Feeding Georgia
- Nonprofit Training Series



FOOD BANK
OF NORTHEAST GEORGIA

- Athens Area Community Foundation and United Way offerings
- Other training and opportunities supported by CPO and CEO

Compensation and Benefits:

- Values driven work environment
- Competitive compensation
- 401(k)/Roth 401(k) with up to 4% match
- Elective Health, Dental, Vision insurance access
- Basic life, short-term, and long-term disability insurance
- 13 paid holidays
- Generous paid time off policy
- Pay rate is \$23 per hour

Application Details: Please include a cover letter with your resume.