



About Harvest Manitoba

Harvest Manitoba (“Harvest”) is a charitable organization dedicated to nourishing our communities and our sense of community so that no Manitoban goes hungry. We receive 11 million pounds of food every year, which is sorted and packed largely by volunteers into Harvest Hampers and distributed to Manitobans through our Community Food Network of more than 325 food banks and agencies in Winnipeg, rural, northern and First Nations communities. Right now, we feed 80,000 Manitobans every month, 46% children. Our Food Distribution Centre, which includes our Emergency Food Support Assistance Line and Warehouse, is in our Winnipeg Headquarters.

Mission

*Working together
towards a healthier
future for all where
no Manitoban goes
hungry*

Client Services Associate

Part-Time, Permanent

Salary Scale \$15.63-\$19.00

POSITION GOAL: As a Client Services Associate you will work to support the Client Services Team to ensure that people receive food assistance to feed themselves and their families. You must have excellent customer service skills, be able to multi-task and be very organized. You should have a strong understanding of poverty issues and be willing to go the extra mile to support our community.

REPORTS TO: Client Services Manager

RESPONSIBILITIES:

- Ensure that clients who phone, email or walk-in are served in a respectful and timely manner
- Input client appointments from client lists, email, phone, or in-person
- Perform new client intakes and book clients for food bank appointment
- Prepare food hampers for walk-in clients as well as support the Winnipeg Avenue on-site food bank
- Input and prepare data for weekly and monthly reporting
- Liaise with food bank coordinators and food distribution agencies to ensure that client information is up-to-date and that clients are well supported
- Achieve client services operational objectives by preparing and completing action plans, customer-service standards, resolving problems and maintaining high quality customer service
- Support the Senior Client Services Manager to recruit, train, schedule, and manage performance of volunteers
- Work to ensure current and relevant information is available for clients such a food resource training opportunities and other referral information (housing, rent assistance, clothing depots etc.)
- Oversee the call center and reception areas as required



- Assist in maintaining and improving upon the existing Client Services Policies and Procedures as well as SOP's
- Provide up to date information and analysis of client information, trends, and data to Harvest CREW.
- Perform other duties as assigned.
- As a member of the Harvest CREW, support the team however needed to ensure operational needs are being met.

QUALIFICATIONS:

- Ability to work/excel in a fast-paced environment where attention to detail and effective multi-tasking is essential.
- Two to five years' experience in customer service
- University degree in a related field of study considered an asset, though an equivalent combination of experience and education will be considered.
- Exceptional interpersonal and communication skills, both written and verbal
- Additional Languages an asset
- Professional presence, with a positive attitude and self-starter, the ability to multi-task and prioritize workload
- Proven ability to network with community resources, build relationships and gather resources to help support clients
- Proficient in MS Office (Outlook/Word/PowerPoint/Excel) and Client Services database
- Ability to work with a wide variety of people.
- Knowledge of food-security and poverty issues (an asset)
- A strong belief in the dignity of all human beings and a positive and caring approach.
- Ability to pass a criminal background check and child abuse registry check. Valid clean class 5 driver's license.
- Ability to lift, push, pull a minimum of 50 lbs., sit, and stand for extended periods of time.

Evening and weekend shifts will be required as business levels dictate.

To learn more about this opportunity, visit: <https://www.harvestmanitoba.ca/about-us/join-our-crew/>

Apply by email with your resume and cover letter at: hr@harvestmanitoba.ca

We thank all candidates for their interest; however only those selected for an interview will be contacted.

