



Income Supports Specialist

WHO WE ARE:

Neighborhood Resource Center is a nonprofit located in Greater Fulton, in the east end of Richmond. Our mission is to build relationships, share resources, and develop skills to enhance lives in Greater Fulton through our Core Programs: Education, Nutrition, Financial Opportunity Center, and Community Organizing. We utilize enrichment opportunities to spark the academic, social and emotional development of young people and adults. We inspire youth and adults to be creative artists, courageous allies, critical thinkers, and confident leaders in their community through our learning garden, our cooking and nutrition classes, and our partnerships with cultural arts organizations.

WHO WE WANT:

We're looking for a highly motivated, collaborative, and proactive person who can help us expand our impact to provide resources to community members. This position requires someone who has a growth mindset, uses a strengths-based approach to their work, and values experience and passion as a critical part of creatively working to support the operations of the NRC. Applicants should have a can-do attitude, flexibility, excellent organization and interpersonal skills, and the ability to interact with diverse staff at all levels. We want someone who is solutions-oriented, a creative problem solver, finds opportunities to have fun at work, and believes that all people deserve equal opportunities and are valued for their unique life experience.

Key Responsibilities:

- The Income Supports Specialist is a hybrid role that combines customer service with assisting our neighbors as they seek and apply for resources that enrich their lives. The Income Supports Specialist is the first point of contact for the entire organization. This position will multi-task a variety of front office activities and will also work with NRC Works, our Financial Opportunity Center. Daily work involves answering incoming calls, directing calls to appropriate staff, mail distribution, providing additional clerical support, and assisting individuals as they use our job support lab to apply for public benefits and other resources. This position reports directly to the office manager.

Office Coordination:

- Welcoming on-site guests, determining the nature of business, and announcing guests to appropriate personnel.
- Answering incoming telephone calls, determining the purpose of callers, and forwarding calls to appropriate personnel or departments.
- Transferring calls to voicemail when appropriate personnel are unavailable.
- Assist with clerical duties to include faxing, scanning and copying documents, and organizing/maintaining files, receiving, sorting and distributing mail.
- Maintaining NRC Fulton's master calendar

- Answering questions about organization and providing callers with address, directions, and other information requested.
- Support administrative and special projects requirements, as assigned.
- Conduct NRC Fulton Orientation for new members and provide tours of the building to guests.

Income Supports:

- Conducts a general benefits screening with program participants and discusses all benefits for which the client is eligible with that client
- Assist the clients through the application process, as needed
- Understand other services offered by the agency, such as the employment services and financial coaching, and connect the clients to these other services
- Outcome tracking—track the stories and successes of program participants.
- Maintain contact with the participant and monitor the status of their applications (e.g. lost, approval, denial, re-certifications, etc.)
- Use Salesforce, a client management system, to document and reflect the outcomes of participants in an accurate and in a timely manner.

Experience:

- Familiarity of resource barriers facing the Greater Fulton neighborhood and Montrose, including, but not limited to, lack of access to basic resources (food, clothing, etc.), decades of governmental divestment, and the impact of income levels on emotional health and well-being.
- Excellent typing skills (word processing; 50-60 wpm), high level of proficiency with general office PC applications (i.e. MS Word, MS Excel, MS Access, MS PowerPoint) to include Google Suite, and comfort with learning new applications as required.
- Excellent organization skills
- Comfort and experience interfacing with various levels of staff and management
- Familiarity and working knowledge of general office machines (i.e. fax, copier, printers, etc.)
- Demonstrate excellent written and verbal communication skills
- Ability to work collaboratively with colleagues and community members
- High School diploma or GED
- At least 2-3 years of experience in a receptionist or front-desk position.
- Preference to experience within the customer service industry and/or nonprofits.

WHAT WE OFFER:

The hourly pay for this 20 hour per week, part-time position is \$17. This position is also eligible for paid time off, professional development, and a fun and flexible work environment.

Neighborhood Resource Center is an equal opportunity employer committed to diversity and equity in the workplace. We strongly encourage those who reflect the communities we serve to apply, including individuals with disabilities and/or people of color.

TO APPLY:

Take some time to familiarize yourself with our organization, what we do, and what we believe in. Then, if this seems like a community you'd like to be a part of, please email your resume to jobs@nrccafe.org. Posting will remain open until filled.