



220 Herndon Street
San Marcos, TX 78666
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www.haysfoodbank.org

Position Description

Job Title:	Client Intake Intern
Reports To:	Programs Director
Location:	Hays County Food Bank (HCFB) Office
Classification:	Volunteer, unpaid/available for academic credit

Position Summary

Under the direction of the Programs Director, the Client Intake Intern assists with client intake at public food distributions held by Hays County Food Bank and maintains client records using Food Bank Manager (the client database for the organization).

Duties and Responsibilities

- Acts as a subject matter expert on Food Bank Manager
- Manages all client data collection and evaluation to ensure program success and milestones
- Meets all client needs with compassion and dignity in a polite and helpful manner
- Handles complaints fairly and patiently/reports immediately to supervisor
- Assists with data entry and applications for Home Aid Program
- Ensures that all required materials are displayed and implemented at public food distributions
- Ensures that electronics and marketing materials used for client intake are maintained and restocked
- Helps to identify future program needs
- Other duties, as assigned

Public Food Distribution Schedule*:

- Monday 11am-1pm
- Tuesday 10:30am-1:30pm or 11am-12pm
- Wednesday 5pm-7pm
- Thursday 10:30am-11:45am or 11am-12pm and/or 3pm-5pm

***Plus help with special distributions, as needed and office hours as available for a total of 10-20 hours per week.**

Qualifications

- Be responsible, flexible, hard-working, ethical, and committed to the mission of HCFB
- Ability to work cooperatively with a diverse range of people
- Self-starter
- Excellent critical thinking/problem solving skills
- Community service minded
- Computer proficient (including Microsoft Office, social media platforms, and Google apps)
- Strong organizational skills
- Ability to approach and speak with strangers about sensitive issues
- Willingness to work with a diverse set of people

- Completed or working toward a college degree, preferably in a related field (e.g., Social Work, Nonprofit Management)
- Must provide excellent customer service.
- Must communicate effectively (verbal and written) with employees/clients of the organization.
- Must be able to handle multiple tasks at the same time in a professional manner.
- Must be open minded about new work ideas and methods.

Administration

- Complete online Volunteer Application process.
- Complete Confidential Information & Intellectual Property Agreement.
- Communicate with supervisor regarding attendance, in a timely manner, through email.
- All interns, regardless of department, should learn about operations and volunteer for a warehouse and a food distribution shift. This will give them a more well rounded view of the food bank’s daily operations.
- Interns should attend a Speaker’s Bureau training so they are prepared to speak on behalf of the food bank.
- Briefly meet with all Hays County Food Bank employees to understand their role in the organization.
- If internship is for academic credit, it is the responsibility of the intern to ensure that they meet all the requirements (ex: hours) for their educational institution.

This position description does not list all the duties of the position. You may be asked to perform other duties. You will be evaluated in part based upon your performance of the tasks listed in this position description. Hays County Food Bank has the right to revise this position description at any time. The position description is not a contract for employment.

Intern Signature	Date:
	__/__/----
Supervisor Signature	Date:
	__/__/----

INTERNAL USE ONLY

Approved by:	Denise Blok
Date approved:	July 2017
Reviewed:	