



Job Title: **CLIENT SERVICES INTAKE ASSISTANT - PT**

Department: Client Services  
Reports to: Director of Programs  
FLSA Status: Non-Exempt

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**SUMMARY** The Client Services Assistant (Part-Time) position supports the operations of The Emergency Food Assistance Program (TEFAP) and Food Fair Distributions by assisting with client intake, site logistics and food distributions at various locations. Client applications include sensitive and personal information which is to be handled in a professional and confidential manner. Working along with Client Services Coordinators and Food Services, this part-time role contributes to smooth and compliant food distribution events and helps ensure a positive client experience across multiple sites.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Learn and understand guidelines from Texas Department of Agriculture (TDA) to better support The Emergency Food Assistance Program (TEFAP) and Houston Food Bank (HFB) requirements.
- Required to participate in food distributions that can be indoors and outdoors distributions.
- This is a part-time position. Availability must align with scheduled distributions, including mornings, occasional evenings, and weekends.
- Required to work the Food Fairs which are currently outdoors year-round, at least twice a week, regardless of weather conditions.
- Reliable, consistent, attendance is a requirement.
- Travel to assigned distribution sites to conduct client intake, eligibility verification, and recertification.
- Assist with the planning and execution of site logistics, ensuring each distribution runs efficiently and with excellent customer service.
- Keep accurate records of activities within the appropriate databases, such as Apricot, Google Sheets, One Drive, etc.
- Attend a variety of community meetings as needed including parent nights, health fairs, and partner meetings to present agency services to those in need.
- Ensure forms are completed accurately by clients and assist if needed.
- Participate in gathering client stories to showcase impact agency is making in the community.
- Facilitate program distributions, including set up, client intake, and distributing products, while maintaining program standards and compliance at community distribution sites.
- Other duties may be assigned, including assisting other departments or staff with administrative tasks, event support, or coverage during staff absences as needed.

**QUALIFICATIONS** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**

- High school diploma or equivalent; some college preferred.
- One year of experience in client services, community programs, or similar administrative roles.

**Computer Skills**

- Proficiency in Microsoft Office Suite.
- Ability to learn and navigate client intake systems (experience with a plus).
- Knowledge of basic office equipment including but not limited to, fax machine, telephone, copier, printer and personal computer.

**Communication Skills**

- Bilingual (English/Spanish) Required
- Provide excellent customer service when interacting with site managers and Target Hunger staff, clients, and volunteers.

- Communicate regularly with management and team members.
- Excellent written, verbal, and interpersonal communication skills.
- Maintain strict confidentiality of all client records and information obtained during interview process

**Organizational Skills**

- Reliable, consistent, on-site attendance is a requirement.
- Strong time-management and multi-tasking abilities.
- Attention to detail and strong problem-solving skills.
- Ability to work independently and take initiative.

**PHYSICAL DEMANDS** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Physical exertion includes but is not limited to, bending, walking, and carrying materials.
- Ability to walk and stand for long periods.
- Good vision, speaking ability, and hearing acuity.
- The ability to withstand high heat and humidity temperatures as well as cold weather (winter) when working at outside food distribution events. Agency will make appropriate accommodations when needed and provide tools to maintain safe working conditions.

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Work occurs both in a typical office setting and at distribution sites, which may include outdoor or warehouse environments.
- You must wear appropriate attire when representing the organization.
- Must be flexible and adaptable to shifting priorities.
- Comfortable working in economically challenged communities.
- Must be dependable on attendance and punctuality.

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Employee Printed Name

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Employee Signature

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Date

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Supervisor Printed Name

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Supervisor Signature

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Date