



Job Title: **INTAKE ASSISTANT**

Department: Client Services

Reports to: Client Services Program Manager

FLSA Status: Non-Exempt

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**SUMMARY** The Intake Assistant is responsible for the accurate, courteous, and organized intake of client applications during Target Hunger's weekly Food Fair events and other distributions as needed. This position requires a high level of self-reliance, interpersonal skill, and volunteer interaction.

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

- Organized facilitation of vehicles through the drive-thru distribution lines to keep event running smoothly
- Proper intake of returning clients with application assistance for new clients
- Program prep, setup, distribution, and breakdown if assistance needed by food service team/volunteers
- Excellent customer service during events, including when/if client issues arise
- Handling of applications in organized and confidential manner
- Data entry of applications into Apricot database in a timely manner after each event
- 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 (training provided).
- Maintaining appropriate recordkeeping documentation for compliance with TDA, HFB and agency regulations and assisting with internal or external audits.
- Confidentiality for client information obtained

**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 accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must possess/enhance strong customer service and communication skills
- Ability and willingness to work outside in Houston climate year around
- Ability to work independently, as well as on a team
- Outgoing personality strongly recommended
- Must be able to work with staff and volunteers
- Good organizational skills
- Ability to speak Spanish is a plus

**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 accommodations 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.
- Good vision, speaking ability, and hearing acuity.
- Other job specific i.e weather conditions, warehouse environment etc.

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

- Work is to be conducted in a controlled, agreeable environment as generally represented by normal warehouse/open-air conditions.
- Must wear appropriate business attire when interacting with the public.
- Must be able to work on a flexible schedule.
- Must be dependable in 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