



Immediate Job Opening

Job Title: Customer Service Representative- Full time

Job Summary: The Customer Service Representative creates a friendly, professional environment for everyone who enters or contacts the Food Bank. This role manages the front desk, handles incoming communications, and provides essential administrative support to keep daily operations running smoothly.

Responsibilities and Duties

- Greet and welcome visitors, volunteers, and member agencies in a friendly and professional manner.
- Answer, screen, and forward incoming phone calls.
- Provide pantry and program information to neighbors seeking food assistance.
- Receive and process daily mail, deliveries, and packages.
- Log and track incoming supply orders and purchases.
- Maintain visitor logs and issue badges when needed.
- Share basic information about services, hours, and policies with visitors and callers.
- Assist with administrative tasks such as data entry, filing, copying, and document preparation.
- Relate any concerns about agency pick-up practices or other problems to Agency Relations Coordinator, Agency Relations Manager, or Operations Manager.
- Keep updated on all program information and dates about all Food Bank Programs.

Qualifications:

- Minimum high school diploma or equivalent
- 3 years customer service experience.
- Bilingual in Spanish and English preferred.
- Intermediate computer skills with Microsoft Word, Excel, PowerPoint, Access and Outlook.
- Excellent communications skills both verbal and written.
- Ability to work Monday through Friday, with flexibility to work evenings or weekends as needed.

Rate of Pay: \$13.00/hr.

Job Closing Date: until filled

Please complete an application and submit to:
Martha Cabrera, HR Manager at 5442 Bear Lane, Corpus Christi, TX 78405.