

Arlington Charities is hiring a **Bilingual Client Services Assistant**. Arlington Charities' mission is to address food insecurity in the Arlington area. We accomplish this through a drive-thru pantry, home delivery, and other programs.

This position will assist primarily with the home delivery which includes taking client orders over the phone, client follow-up, and assisting with reporting and record-keeping. This position will also assist in other areas such as backup to the front desk, the homeless lunch program, and other areas as assigned. This position reports to the Home Delivery Coordinator and the Program Director.

**Hours:** Mon-Thur, 8:15-1:30. Friday 8:15-11:30. Occasional afternoon hours and/or Saturday hours also.

**Pay:** 13.50/hr

**How to apply:** email resmue' to [casey@arlingtoncharities.org](mailto:casey@arlingtoncharities.org)

**Job Responsibilities include:**

- Assisting home delivery coordinator in taking client orders over the phone and following up with clients.
- Bilingual translation for clients.
- Assist with reports and record-keeping in Charity Tracker software.
- Participates in agency-wide programs including, but not limited to: food drives, holiday distributions, and special events.
- Provides back-up to other staff/volunteer positions as needed.
- Assist with deliveries to sr. facilities including lifting 20-25 lbs boxes.

**Candidate requirements:**

- **Fluency in Spanish and English required.**
- High School graduate, some college preferred.
- Social work or other social service experience preferred.
- Ability to be resourceful and proactive in dealing with issues that may arise.
- Strong interpersonal, communication and presentation skills; ability to communicate information clearly (both written and oral).
- Ability to organize, multitask, prioritize, and work under pressure.
- Proficiency in multiple computer and database systems including but not limited to MS Office Word and Excel.
- Ability to work as a team member, supporting events and initiatives.
- Professional appearance and demeanor.

Paid holidays. Optional benefits; dental, vision, life.