



Job Description

Job Title:	SNAP Specialist
Function:	Product & Program Mgmt.
Group:	N/A
Office Location:	New York
Reports to Title:	Campaign Manager
Geographic Scope:	Citywide
FLSA Status:	Non-Exempt

The statements below reflect the general responsibilities and requirements of the identified position but may not describe all the work requirements that may be inherent in the job.

I. Job Summary & Details:

The SNAP (Supplemental Nutrition Assistance Program) Specialist is responsible for helping to increase access to SNAP benefits by conducting eligibility prescreening, application assistance, following up with clients, and data tracking. The fundamental goal of the SNAP Specialist is to increase the availability and utilization of SNAP.

A. Essential Job Duties and Responsibilities:

- The SNAP Specialist is expected to meet the requirements of the Office of Temporary and Disability Assistance (OTDA) SNAP Campaign Contract and support other organization-wide initiatives. Including but not limited to:
 - Conduct SNAP eligibility pre-screening, application assistance, assistance obtaining application verification documents and application follow-up with clients in order to receive benefits.
 - Use Access HRA and POS to submit new SNAP benefit enrollments, recertify current SNAP recipients in addition to mediate SNAP issues for clients.
 - Conduct outreach to educate low-income households about the benefits of SNAP. This includes disseminating marketing materials with peer organizations and conducting educational presentations highlighting the benefits of SNAP
 - Reporting efforts and outcomes on Single Stop Connects and Technology tech tool.
 - Connect clients to other necessary services
 - Connect SNAP applicants to other cash and non-cash benefits using Single Stop referral tool.
 - Attend local meetings as necessary and relevant to campaign goals.
 - Follow OTDA guidelines and requirements.

- Prepare and submit appropriate reports as required or requested by program contract and supervisor
- Willingness and capacity to travel daily to different Single Stop sites using public transportation throughout all five boroughs in New York City.
- Comfort in working in a high paced work environment and flexibility to complete assignments in hectic settings.

B. Managerial Responsibilities:

- Position’s supervisory accountability: **Individual Contributor**
- People-management scope of the position (*completed for positions that directly or indirectly manage or supervise others*). Number of:
 - Direct Reports: **None**
 - Indirect Reports: **None**
- Key stakeholders this position is expected to internally and externally interact with:
 - Internally:*
 1. All departments and leadership, but primarily Support staff
 - Externally:*
 2. Site staff and management

C. Travel Requirements: Yes No

If yes, the expected travel requirements of the position are listed below.

- Must be willing and able to travel to Single Stop sites throughout New York City to conduct SNAP outreach events and onsite enrollments.

D. Physical Demands: Yes No

Occasional walking and/or lifting/carrying of equipment (less than 10lbs.)

II. Education/Qualifications & Work Experience:

Required:

- Bachelor’s Degree
- 3-5 years of working experience
- Deep knowledge of public benefits and the application processes
- Ability to work independently
- Adaptability and flexibility to easily adapt to changing organization needs, environment, and work priorities
- Ability to multi-task several different projects
- Strong attention to detail and organizational skills
- Proficient with Microsoft Word, Excel, and PowerPoint

Preferred:

- Bi-lingual, English/Spanish preferred
- Proficiency using Paperless Office System (POS)
- Skilled in SNAP mediations
- Proficiency with Computer Software Applications such as benefits calculators and the Microsoft Suite of products is necessary.
- Demonstrated ability to multi-task, including shifting priorities and concurrent tactics

- Strong critical thinking skills (ability to problem solve, find new / creative solutions to complex problems and to appropriately challenge legacy) and the ability to problem-solve with multiple stakeholders

V. Competencies (Key Behaviors):

Required:

Organizational Competencies – Every Single Stop employee must be adept at the following:

- Commitment to, and passion for, the mission and values of Single Stop and the challenge of helping Single Stop support its rapid growth and achieve maximum impact.
- Adaptable / Flexible: Easily adapts to changing organization needs, environment and work priorities.
- Persistent / Resilient: Is not easily deterred by or because of obstacles or challenges. Quickly recovers and remains strong and unaffected after something challenging occurs.
- Team Oriented / Collaborative: Interacts and engages effectively with colleagues within and across departments.
- Initiative / Motivated: Self-directed person who takes appropriate action to influence outcomes and / or drive progress and positive change. Displays energy and enthusiasm in approaching their job.
- Excellent communication skills across multiple channels (e.g., written, verbal, platform).
- Ability to quickly build (and maintain) strong relationships with key stakeholders

Applications:

- All applications must include a resume and cover letter.
- Submit to Alissa Garrigo at agarrigo@singlestop.org