

Customer Support Associate, Farm & Food Worker Relief Program

Mission: Cultivating environmentally sound, economically viable, community-focused farms and food systems

Project summary: Pasa received a two-year grant to help USDA distribute one-time \$600 relief payments to farm and food workers in 14 states at mobile locations throughout the Northeast.

Position overview: The Customer Support Associates will be part of a team supporting a welcoming and inclusive application process for the [Farm and Food Worker Relief \(FFWR\) program](#). Pasa will be hiring eight (8) Customer Support Associates, all with proficiency in both English and at least one of the five (5) below identified languages. They will be supervised by the FFWR Project Manager, to ensure a seamless system that respects all individuals and fulfills grant requirements.

This is a limited term (through September 2024), primarily remote position with regular monthly multi-day travel throughout the northeast and two to three annual in-person staff retreats in Pennsylvania. All employees are required to attend our annual Sustainable Agriculture Conference, which takes place each February in Lancaster, PA. Employees must comply with Pasa's remote employee policies.

Responsibilities

- Assist applicants in the process for relief payment by phone, in person, and online
- Participate in collective monthly multi-day travel to mobile FFWR locations throughout the northeastern U.S. (a personal vehicle is *not* required)
- Work closely with team members to ensure hardest-to-reach customers have access to relief payments
- Participate in trainings to enhance service delivery
- Collaborate with team leads to design, implement, and standardize logistics for mobile FFWR events

Qualifications

- Customer Service experience
- Excellent communication
- Basic computer skills
- Spanish speaker with Working Proficiency in English --or-- Bilingual
 - Spanish-English
 - Hmong-English
 - Haitian/Creole-English

- Af Maay-English
- Punjabi-English

Preferred qualifications

- Valid driver's license
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Compensation: These are full-time exempt positions. Annual salary will be based on experience and is negotiable within the range of \$42,000 to \$50,000. Benefits include health, vision, and dental insurance; 401K retirement match; flexible scheduling; twelve paid holidays; and a generous leave policy. A work computer is provided, and work-related travel expenses are reimbursed.

How to apply: We are committed to advancing diversity, equity, inclusion, and justice through our hiring practices. This entails reviewing application materials anonymously (without the applicant's name exposed) to help prevent potential unconscious bias. Please remove your name and email address from your cover letter and resume. Please adhere to the following protocol when submitting your application materials:

- **Step 1:** [Complete this short questionnaire](#). All applicants are required to complete this anonymous questionnaire to (1) help us know whether this job opportunity has been accessed by a diverse pool of candidates and (2) to receive an applicant ID number to continue the application process. Your anonymous survey responses are not connected to your application materials and will not affect hiring decisions.
- **Step 2: Record your applicant ID number.** After completing the above questionnaire, you will receive an applicant ID number. This number is unique to you and your application.
- **Step 3: Name your resume as “[Applicant ID] Resume” (e.g. 123456 Resume).** Please do not include any part of your name in the file name (e.g. don't use “Doe 12345 Resume”).
- **Step 4: Name your cover letter as “[Applicant ID] Cover Letter” (e.g. 12345 Cover Letter).** Please do not include any part of your name in the file name (e.g. don't use “Doe 12345 Cover Letter”).
- **Step 5: Upload your resume and cover letter.** Upload instructions will appear upon completing the questionnaire above. You will also be emailed an upload link.

Reminder: Application materials should *not* contain your name or email address.

Initial interviews will be conducted remotely via Zoom beginning immediately. Job postings will remain open until the position is filled. Anticipated start date for this position is early January. If you have any questions, please contact jobs@pasafarming.org.

Employee value statement

We are passionate about effectively advancing our mission. We value employees who:

- share our passion and can clearly communicate the value of our work to others;
- consider how we can do things smarter and more efficiently;
- anticipate and address roadblocks or other challenges;
- stay current on trends in the field;
- embrace and accommodate change; and
- continuously advance their knowledge and skills through professional development.

We strive to create a work culture that promotes both independence and collaboration.

We value employees who:

- are committed to fostering a connected, respectful, and responsive work environment, whether work is being conducted remotely or in person;
- exemplify honesty and integrity;
- possess excellent interpersonal skills;
- exercise good judgment and take initiative when needed; and
- can recognize when to ask others for advice, feedback, or support.

We take pride in the quality of our work. We value employees who:

- consider the big picture while paying close attention to accuracy and detail;
- can clearly and thoughtfully communicate in person and in writing;
- are highly organized; and
- thrive in a fast-paced, professional work environment.

We are an equal opportunity employer and encourage people of color; Indigenous people, LGBTQ+ people; veterans; people with disabilities; people who have been formerly incarcerated; and others who are underrepresented within the environmental nonprofit sector to apply.

COVID-19 staff policy: As of October 24, 2022, Pasa staff are not required to be vaccinated as a condition of employment. However all staff must privately disclose their vaccination status to Human Resources upon hire. All staff, regardless of vaccination status, are required to conduct

COVID-19 rapid tests before and after attending any indoor event or meeting hosted by Pasa.
This policy is subject to change as the COVID-19 pandemic continues to evolve.