

Customer Support Associate (term-limited)

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. The grant concludes September 2024.

The Customer Support Associate will be part of a team supporting a welcoming and inclusive application process for the [Farm and Food Worker Relief program](#). Pasa will be hiring multiple term-limited (not to exceed through September 30, 2024) full and part-time employees, ideally with proficiency in both English and at least one of the following languages: Spanish, Hmong, Haitian/Creole, Af Maay, of Punjabi. Employees will report to the Customer Support Lead, to ensure a seamless system that respects all individuals and fulfills grant requirements.

Full-time and part-time positions are available.

Compensation: This is a term-limited, remote position, based in the U.S. paid at a rate of \$20 per hour or \$25 per hour for bilingual candidates. Part-time employees (up to 25 hrs/week) are eligible for paid holidays and 5 days of paid time off (with approval of supervisor). Full-time employees (40 hours per week) are eligible for benefits including health, vision, and dental insurance; 12 paid holidays and 10 days of paid time off (with approval of supervisor).

Responsibilities

- Assist applicants in the process for requesting relief payment by phone and online between the hours of 7 am – 8 pm (ET) Sunday-Saturday
- Process applications including follow-up with applicants on a daily basis via computer based platforms (Salesforce, Grasshopper, Google Workspaces)
- Work closely with Pasa staff to ensure hardest-to-reach customers have access to relief payments
- Participate in trainings to enhance service delivery

Qualifications

- Customer service experience
- Excellent communication skills
- Basic computer skills

Preferred qualifications

- Spanish speaker with Working Proficiency in English —or— bilingual
 - Spanish-English
 - Hmong-English
 - Haitian/Creole-English
 - Af Maay-English
 - Punjabi-English
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How to apply: Submit a resume and cover letter to jobs@pasafarming.org indicate full or part time in the subject line.

Initial interviews will be conducted remotely via Zoom beginning immediately. Positions will remain open until adequate coverage for program needs is achieved. 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 diverse audiences;
- are committed to advancing diversity, equity, inclusion, and justice;
- anticipate and address roadblocks or other challenges;
- stay current on trends in the field;
- embrace and accommodate change;
- contribute diverse viewpoints and experiences; 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;
- celebrate each other's growth and accomplishments; and
- recognize their own strengths and also when to seek more information or guidance.

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
- seeks to find better ways to do things.

We believe balance makes us more effective. We value employees who:

- prioritize their personal wellbeing;
- take breaks and time off to re-energize and ground themselves; and
- communicate when they need support.

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.