



4100 West Ann Lurie Place
Chicago, IL 60632-3920
773-247-FOOD
chicagosfoodbank.org
BancoDeAlimentosChicago.org

Apprentice Title: Neighbor Support Apprentice
Department: Community Impact - Neighbor Support
Mentor Title: Senior Manager of Neighbor Support

GENERAL DESCRIPTION:

The Greater Chicago Food Depository is seeking apprentices to support our mission work to end hunger in Cook County. The Food Depository is a part of the Feeding America network, which is the largest domestic hunger-relief organization in the United States. The Food Depository provides many valuable resources and support to any interested neighbor in Cook County.

The neighbor support team provides high-quality, value-aligned services to all neighbors as their initial point of contact with the Food Depository, connecting them with appropriate support and resources such as SNAP and Medicaid application assistance, inquiring about the Home Delivery program, referrals to WIC/LIHEAP/EITC sites, and much more. The Neighbor Support Apprentice will collaborate across teams and support with direct neighbor services by providing quality customer service. In addition, they will learn and work with the neighbor's database to assist in connecting neighbors to services, maintain precise records, and assist with reporting as needed.

KEY RESPONSIBILITIES AND ESSENTIAL FUNCTIONS:

- Support the team in strategizing ways to improve the experience across direct neighbor programs
- Contribute to the design, development, and ongoing enhancements of the neighbor CRM tool
- Assist with the implementation of a new customer service app supporting food resource acquisition
- Understand administrative support in managing Home Delivery orders and pick-ups, as well as calls or email inquiries, throughout the lifecycle of a neighbor's request, including follow-ups to create/review Standard Operating Procedure (SOP) and contact center scripts to enhance the neighbor experience and satisfaction
- Review resource platform partnership to identify opportunities for contact center improvements.
- Respect and maintain neighbor confidentiality
- Additional responsibilities will be assigned and expected throughout the duration of the apprentice program

QUALIFICATIONS:

- Must remain enrolled at City Colleges and in good academic standing (minimum GPA: 2.5) for the duration of the apprenticeship
- Must have no less than 30 credits by the end of Spring 2026, with the goal to complete an associate's degree by the end of Spring 2027 semester.
- Available to **apprentice 20 hours per week** during school for shifts no fewer than 4 consecutive hours each during operating hours of Monday through Friday, 8:30am to 5pm. This hybrid work position requires you to **work in the office Tues-Thurs, but has the option to work from home on Mondays and Fridays, pending approval.** Apprentices approved for hybrid remote work must perform the majority of the work in-person (60% or more); More than 20 hours per week may be accommodated, especially during school breaks, with an approved request in advance.

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QUALIFICATIONS (Continued):

- Proven ability to work effectively with people of diverse ethnic and socio/economic backgrounds.
- Ability to multitask and manage time effectively
- Must be organized and detail-oriented
- Able to take direction and feedback
- Be a motivated individual with a positive attitude
- Able to problem solve
- Possess interest in nonprofit management
- Able to work collaboratively in a dynamic and fast-paced environment
- Proficient in Microsoft Office Suite (familiarity with CRM systems is a plus)

EXPOSURE:

- The Apprentice will primarily work in an office setting within the Greater Chicago Food Depository's headquarters, where they will have the opportunity to interact with professionals.
- This role offers the opportunity to develop administrative, project management, and customer service skills.
- The Apprentice may have the opportunity to represent the Food Depository at external events
- The Apprentice will work under close supervision with increasing independence as skills develop.

COMPENSATION:

\$21/ hour apprenticeship wage

BENEFITS:

Professional development throughout the apprenticeship such as Financial Health, Digital Literacy, Advocacy, Networking, etc.

Onsite wellness center with ample, advanced fitness equipment

\$5 daily credit to Fooda lunch provider; Fooda is an on-site, pop-up food vendor at the Food Depository Monday through Thursday each week with rotating vendors and menu offerings

HOW TO APPLY:

1. **Review** this job description
2. **Submit** your resume and cover letter in the form below
 - Your resume should outline your:
 - Education
 - Work experience (including part-time roles, internships, or relevant coursework)
 - Skills and certifications (if applicable)
 - Your cover letter should address:
 - Understanding and alignment with our mission
 - Desired professional learning goals for the apprenticeship
 - Strengths and curiosity that you will bring to the team
 - Education and career goals upon completion of your associate's degree

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