



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

**Apprentice Title:** Partner Services Apprentice  
**Department:** Community Impact  
**Mentor Title:** Senior Manager of Partner Services

### GENERAL DESCRIPTION:

The Greater Chicago Food Depository is seeking apprentices to support our mission to end hunger in Cook County. We strive to achieve our mission through meaningful partnerships with community-based organizations and individuals across Chicagoland. Together, we connect our neighbors with healthy food, lift our voices and advance solutions that address the root causes of hunger. We are currently working with over 850 food distribution partners across Cook County, which include food pantries, soup kitchens, and meal sites. The Partner Services Apprentice will support the Partner Services team, which provides customer service and administrative support to the Food Depository's network of partner organizations. The team ensures prompt, professional, and courteous responses to partner inquiries by phone and email, while maintaining accurate partner records across multiple systems.

In this role, the Apprentice will assist with administrative tasks such as filing and data entry, support audit readiness efforts, and lead a project focused on improving data accuracy across partner systems. This position offers hands-on experience developing customer service and administrative skills within a mission-driven organization.

### KEY RESPONSIBILITIES AND ESSENTIAL FUNCTIONS:

- Learn food access program regulations, guidelines, and performance standards established by the Food Depository and government agencies, like the USDA.
- Organize and maintain administrative files to ensure records are accurate and up to date.
- Lead a data accuracy project to verify and update partner records across multiple systems, including CERES, Vivery, and the IDHS website.
- Document current administrative processes and recommend opportunities for improved efficiency or clarity.
- Assist, as needed, with preparation for audits conducted by government or monitoring agencies and Feeding America.
- Learn and apply customer service best practices by providing consistent, professional communication with partners, while adhering to ethical and professional standards in all interactions.

### QUALIFICATIONS:

- Strong attention to detail and ability to stay organized across multiple tasks.
- Ability to communicate clearly and professionally, both verbally and in writing.
- Comfort learning new systems and following established processes and guidelines.
- Basic computer skills, including experience with Microsoft Office or similar tools
- Ability to manage time effectively and meet deadlines in a fast-paced environment.
- Commitment to professionalism, confidentiality, and respectful communication with partners and colleagues.
- Ability to work both independently and as part of a team.

**TOGETHER WE CAN END HUNGER**





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### EXPOSURE:

- Candidates must be continuously enrolled at City Colleges and maintain good academic standing, with a minimum GPA of 2.5 throughout the duration of the apprenticeship. Candidates must also 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 the Spring 2027 semester.
- Available to **apprentice at least 20 hours per week** during school for shifts no less than 4 consecutive hours each during operating hours of Monday – Thursday, 8:30am – 5:00pm, **in person**; more than 20 hours per week may be accommodated, especially during school breaks, with an approved request in advance.
- This apprenticeship will **work primarily in the office** with a strong team environment with collaboration with other departments from the organization.
- Interacts with partner agencies, applicant agencies, funding organizations, community leaders, volunteers, and the public.

### 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 Tuesday 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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