

POSITION DESCRIPTION

Job Title:	Program Assistant, Full-Time		
Reports to:	Program Logistics Coordinator, Program Navigation Coordinator or Lead Pantry Coordinator		
Supervisory Responsibilities:	None	FLSA Status:	Hourly, Non-Exempt
Department:	Services	Hours Per Week:	40 hrs/week
Salary Range:	\$17 – 18 per hour	Benefits Eligible:	Yes

Position Summary: The Program Assistant supports KLF’s hunger relief programs by assisting with daily operation of the Melzer and Douglass pantries, Call Center, Caseworker Door, and, when needed, the Home Delivery Program.

Essential Functions:

Main duties will include (but are not limited to):

- Provide food assistance to the community in alignment with KLF’s mission and values;
- Assisting in the Call Center by answering phones, establishing new client records, scheduling appointments, addressing questions and concerns from clients and community members, and managing any escalated conversations;
- Unpacking and stocking daily pantry and Caseworker Door orders;
- Preparing food orders, checking-in scheduled households, and loading vehicles;
- Preparing orders for caseworkers and other social service professionals;
- Working directly with clients of all backgrounds to determine food needs and prepare food orders;
- Working closely with volunteers, assisting with training and leading by example in daily operations;
- Accepts food donations from the community when scheduled at the Caseworker Door;
- Assisting with home deliveries as needed, which includes transporting food to scheduled clients;
- Abiding by the KLF standard food order as well as food safety protocols;
- Working with individuals from all backgrounds, including those who may be experiencing homelessness, poverty, mental illness, and substance abuse;
- Maintaining composure and professionalism when dealing with clients, donors, and volunteers, utilizing deescalation techniques when necessary;
- Supports other pantries and KLF programs as necessary;
- Some nights and weekends may be required;
- Frequently works in an environment that has extreme conditions.

Non-Essential Functions:

- May perform additional duties, as assigned.

Universal Competencies:

- Mission, Service, and Urgency
- Integrity, Stewardship, and Accountability
- Respect: Inclusion, diversity, and equity

- Collaboration and teamwork
- Communication
- Organizational improvement and professional development
- Dependability and flexibility

Minimum Requirements:

- High school diploma or GED or equivalent work experience.
- 1-2 years of customer service and/or social service experience.
- Ability to work with individuals from all backgrounds, including those who may be experiencing homelessness, poverty, mental illness, and substance abuse, and to deescalate situations if necessary.
- Willingness to deliver to all communities and neighborhoods in Kalamazoo County when assisting with home deliveries.
- Excellent customer service, interpersonal, and relationship-building skills.
- Ability to think creatively and show initiative to solve problems, both specifically and systemically.
- Demonstrated ability to maintain confidentiality and exercise good judgment.
- Demonstrates a sense of urgency, prioritizes well, shows energy, responds to opportunities, instills urgency in others, and meets deadlines.
- Demonstrated experience with and ability to learn various computer applications.
- Dedication to alleviating food insecurity in our community in a dignified manner.

Preferred Requirements:

- Associate degree in a human services field, or equivalent work experience.
- Ability to speak languages other than English, including Spanish, French, and Arabic.
- Understanding of safe food handling procedures.

Physical Requirements:

- Frequently required to use hands and fingers to handle, feel, or operate equipment and reach with hands and arms.
- Frequently walks, stands, and lifts throughout the day.
- Frequently required to lift, move, carry, pull and push files/objects up to 50 pounds while sitting, standing, climbing, or walking.
- Required to regularly speak clearly and hear, using the English language.
- Specific vision abilities required include close vision and the ability to adjust focus.

Work Environment:

- Often in the general office environment, lighting and temperature are adequate.
- Exposed to temperature conditions common at the time.
- Noise level is usually moderate/conversational.
- Frequently exposed to outdoor climate and warehouse conditions.
- Can perform the essential job functions listed without assistance.

Work Contacts:

- Regularly reads, writes, and speaks with volunteers, vendors, peers, supervisor, and members of the community to gather information, administer programs, performance management, conflict resolution, persuasion, and negotiation.
- Regularly demonstrates superior teamwork skills.
- Regularly demonstrates superior relationship building skills.