

POSITION DESCRIPTION

Job Title:	Program Assistant		
Reports to:	Program Manager		
Supervisory Responsibilities:	None	FLSA Status:	Hourly, Non-Exempt
Department:	Services	Hours Per Week:	35-40 Full-Time
Pay:	\$17 – 18 per hour	Benefits Eligible:	Yes

Position Summary: The Program Assistant supports the mission of KLF by working under the general supervision of the Program Manager to assist with KLF hunger-relief program operations.

Essential Functions:

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

- Assisting in the Call Center by scheduling appointments and addressing client questions and concerns
- Packing daily food orders, checking-in scheduled households, and loading vehicles
- Preparing orders for caseworkers and other social service professionals
- Working directly with clients to determine food needs and prepare food orders
- Assisting with home deliveries as needed
- Abiding by the KLF standard food order as well as food safety protocols
- Maintaining composure and professionalism when dealing with clients
- Some nights and weekends may be required
- Supports other pantries and KLF programs as necessary

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.
- One (1) to three (3) years' experience working with volunteers and/or in community outreach.
- 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.
- Ability to speak and understand languages in addition to English.
- 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 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.
- Required to regularly stand and walk.
- Specific vision abilities required include close vision and the ability to adjust focus.

Work Contacts

- Regularly demonstrates superior teamwork skills.

Work Environment:

- Occasionally 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.

This job description is an example of the general requirements of the position and is not intended to be exhaustive or all-inclusive.

To apply, send resume to info@kzoolf.org.