

POSITION DESCRIPTION

Job Title:	Program & Delivery Assistant		
Reports to:	Delivery Coordinator		
Supervisory Responsibilities:	None	FLSA Status:	Hourly, Non-Exempt
Department:	Services	Hours Per Week:	30 hours
Date Approved:	Updated 9/28/2023	Benefits Eligible:	Yes

Position Summary: The Program & Delivery Assistant supports the mission of KLF by working under the general supervision of the Delivery Coordinator to assist with deliveries & pantry operations.

Essential Functions:

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

- Preparing for daily home deliveries by loading the vans with correct food orders.
- Transporting food orders to scheduled clients each day.
- Preparing and delivering food orders to clients who are experiencing homelessness. Deliveries may take place in untraditional places- truck or rest stops, encampments or remote locations.
- Restocking delivery van for the next shift.
- Delivering food packs to agency community partners.
- Supporting pantry operations by stocking inventory, packing food orders, checking in clients, and loading household food orders in cars.
- Working closely with clients from all backgrounds in need of food assistance.
- 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.
- 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.
- One (1) to three (3) years' experience working with volunteers and/or in community outreach.

General Knowledge

- 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.
- 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.
- Can perform the essential job listed without assistances.

Work Contacts

- Regularly demonstrates superior teamwork skills.

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