

POSITION DESCRIPTION

Job Title:	Program & Delivery Assistant		
Reports to:	Program Logistics Coordinator		
Supervisory Responsibilities:	None	FLSA Status:	Hourly, Non-Exempt
Department:	Services	Hours Per Week:	30 hours
Salary Range:	\$17 - \$19 per hour	Benefits Eligible:	Yes

Position Summary: The Program & Delivery Assistant (30 hours per week) supports KLF hunger-relief programs by supporting the home delivery program and pantry operations.

Essential Functions:

- Serve as a program float, filling in where most needed week-to-week.
- Prepare for daily home deliveries by loading the vans with correct food orders.
- Transport food orders to scheduled clients each day.
- Prepare and deliver food orders to clients who are experiencing homelessness. Deliveries may take place in untraditional places- truck or rest stops, encampments or remote locations.
- Restock delivery van for the next shift.
- Deliver food packs to agency community partners.
- Support pantry operations by stocking inventory, packing food orders, checking in clients, and loading household food orders in cars.
- Provide support to community partners, walk-up clients, and food donors at the Caseworker Door.
- Work closely with clients from all backgrounds in need of food assistance.
- Abide by the KLF standard food order as well as food safety protocols.
- Maintain 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.
- 1-2 years of experience customer service and/or social service experience.
- Driver's License with acceptable driving record.
- 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 language 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, sits, 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.
- Required to regularly stand and walk.
- 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.

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

By signing below, I indicate that I have read and understand this job description. In accordance with KLF's open door policy, I have had and will continue to have, an opportunity to discuss the requirements of my position with my supervisor and the Human Resources Department.

I can perform the essential functions of this job with or without reasonable accommodation. If you identify as a person with a disability, please contact the Human Resources Department. An individual is considered to have a disability if they have a physical or mental impairment that substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having such an impairment.

Signature

Date

Print Name