



POSITION DESCRIPTION

Job Title:	Program & Delivery Assistant		
Reports to:	Program Logistics Coordinator		
Supervisory Responsibilities:	No	FLSA Status:	Hourly, Non-Exempt
Department:	Services	Hours Per Week:	40 hours
Salary Range:	\$18 - \$19 per hour	Benefits Eligible:	Yes

Position Summary: The Program & Delivery Assistant supports the Home Delivery Program by preparing and delivering food orders in KLF vehicles, working closely with volunteers and clients, and assisting with pantry operations when needed. When not scheduled on the Home Delivery vans, this position will be assisting with daily delivery of program services at KLF’s main location.

Essential Functions:

Duties will include (but are not limited to):

- Operating company vehicles safely and in adherence to all traffic laws and regulations.
- Preparing for daily home deliveries by loading the vans with correct food orders.
- Transporting food orders to scheduled clients each day, utilizing a route optimized by
- 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.
- Assisting with vehicle maintenance by reporting any concerns or mechanical issues immediately.
- When not scheduled to be on the home delivery vans, supporting pantry operations by stocking inventory, packing food orders, checking in clients, answering calls in the Call Center, 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.
- Delivering food packs to community partners when needed.
- Maintaining composure and professionalism when dealing with clients.
- Some nights and weekends may be required.
- Frequently works and operates a vehicle 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 driving employee-owned vehicles as part of daily job requirements.
- 1-2 years of experience customer service and/or social service experience.
- Valid driver's license with Chauffeur's License endorsement and acceptable driving record.
- Willingness to deliver to all communities and neighborhoods throughout Kalamazoo County.
- Excellent customer service, interpersonal, and relationship-building skills.
- Ability to work with individuals from all backgrounds and to de-escalate situations if necessary.
- 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:

- 2-4 years of experience driving employer-owned vehicles as part of daily job 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.