



## Program Assistant Job Description

### **Work Hours: (10 hours per week)**

Two to three weekday mornings starting 7:30 am with flexible shift end time. One Saturday per month 8:30-12:30 pm.

**Position Summary:** The Program Assistant is responsible front office support and working with volunteers, and preparing them for their daily food rescue routes.

**Supervision Given By:** The Program Assistant is supervised by the Food Rescue Program Manager.

### **Qualifications & Competencies:**

- Experience as a team leader or front office/reception experience in a fast-paced environment
- Enthusiastic advocate for food rescue, hunger relief, and food waste reduction.
- Ability to connect with others and forge strong relationships with a focus on supporting and motivating volunteers. Strong telephone communication and interpersonal skills.
- Ability to work in a fast-paced environment, maintaining energy through often repetitive tasks.
- Ability to switch gears quickly and manage multiple tasks concurrently.
- Work autonomously and perform well under pressure. Detail-oriented and resourceful.
- Functional knowledge and ability to use Microsoft Office and Google Suite products

### **Licenses, Certifications or Similar Qualifications:**

- Valid driver's license and good driving record. Must be willing to drive large vehicles.

### **Essential Functions:**

#### Program Duties

- Coordinate daily routes by getting volunteers started and directing their tasks for the day.
- Update volunteer schedules for route and facility volunteers. Find last minute volunteer subs for open routes.
- Assist with training and orientation of food rescue, fleet, and facility volunteers.
- Communicate with key staff at donor/recipient sites to ensure smooth pick-up and delivery of donations.
- Maintain communication with Food Rescue Program Manager and Volunteer and Program Coordinator to pass on pertinent donor, recipient, or volunteer information that impacts the planning and management of the food rescue program.
- Accept and track one-time food donations and work with Special Projects and Requests Coordinator to distribute these incoming donations.

- Unload and organize food received at Table to Table. Work with Special Projects & Requests Coordinator to distribute drop-in donations.
- Accompany volunteers on food rescue route delivery when needed.
- Complete shop/facility duties normally done by volunteers as needed.

Other Duties:

- All employees of Table to Table answer phones and respond to inquiries that may fall outside the scope of their essential duties.

**Typical challenges this position will face:**

- Frequent interruptions, especially during hours with heaviest volunteer activity.
- Last minute volunteer scheduling conflicts.
- Making sound, quick decisions based upon available information.

**Work Environment:**

- In general, works in an office environment.
- May require providing back-up and/or additional help for volunteers as needed.
- Will need to drive vehicles to pick-up or deliver donations on occasion.
- Moderate physical demands, regularly lifts 20-40 lbs.
- Able to manipulate normal office machines and technology For example; able to operate computer and computer systems, office copiers, fax, phones.