



Program Assistant Job Description

Work Hours: (25 hours per week)

Four to five weekday mornings starting at 7:30 am with flexible shift end time before 1pm.
Occasional Saturday mornings in lieu of weekday hours

Position Summary: The Program Assistant is responsible for 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:

Volunteer and Program Supervision

- Greet and assist volunteers and 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.
- Communicate with key staff at donor/recipient sites to ensure smooth pick-up and delivery of donations.
- Record volunteer feedback concerning donors or recipients, vehicles, and volunteer availability and absence information, and maintain communication with staff to pass on pertinent information that impacts the planning and management of the program.
- Answer phone calls, greet visitors, and accept walk-in donations
- Respond to requests for on call food pick up or distribution and add into route schedule
- Unload and organize food received and work with staff to determine the appropriate distribution of drop-in donations.

- Accompany volunteers on food rescue route delivery when needed.
- Complete shop/facility duties normally done by volunteers as needed.
- Facilitate agency pickups when not done by a volunteer
- Supervise and train shop, floater, and reception volunteers
- Supervise volunteer special projects and group van cleanings as needed
- Participate in snow removal and other tasks related to winter weather as needed to prepare for daily operations

Volunteer Program

- Assist with the onboarding and training process for food rescue, fleet, and facility volunteers.
- Assist with volunteer record keeping
- Assist in creation of volunteer training materials
- Assist with organizing volunteer events as needed

Logistics and Inventory Control

- Organize unplanned food distribution (outside of normal routes) to direct, optimize, and coordinate orders.
- Update route schedules and route sheets as needed to reflect schedule changes
- Maintain pick up and delivery instructions for donor and recipient partners
- Fulfill special requests and recurring weekly requests from recipient partners
- Ensure adequate dry, freezer, and cold storage space is maintained for incoming food donations
- Maintain adequate inventory for agency requests while ensuring food is distributed within a food safe time frame

Fleet, Facility, and Supply Record Keeping

- Ensure completion of daily, weekly, and monthly fleet and facility duties
- Maintain vehicle supply inventory and stock of volunteer supplies for each vehicle
- Maintain records for fleet and facility duties
- Track, categorize, and record program expenses including fuel, maintenance, and program supply purchases
- Maintain inventory for commonly used office and program supplies by anticipating needed supplies and making purchases as needed

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:

- Works in both an office and warehouse/transportation environment.
- 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.