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| Job Title | Program Assistant |
| Employment Status | Full-Time, 40 hours per week, Non-Exempt |
| Reports to | Director of Programs or Department Manager if assigned to a single department |
| Supervision Exercised | May supervise volunteers and community service volunteers |
| Wage | \$14.50/hr, non-exempt |
| Benefits | Health Insurance, Paid Holidays, Sick Days, Paid Time Off, 401(k), Short-term and Long-term Disability insurance |
| Key Accountabilities | <ol style="list-style-type: none"> 1. Maintain safety, cleanliness, order and inventory of operations such as the Food Bank, Thrift Store or Donation Center. 2. Provide courteous and professional customer service. 3. Work quickly, accurately and efficiently on routine or special projects. 4. Adhere to and enforce department and organization policies. 5. Maintain confidentiality. |
| General Description of Position | Provides front line customer or client service in the Food Bank, Donation Center or Thrift Store. Completes routine and special administrative or operations projects. |
| Essential Duties | <p><u>Overall</u></p> <ul style="list-style-type: none"> ▪ Assist clients, customers, donors, employees and volunteers in a positive, professional manner. ▪ Help out as needed, providing excellent customer service. ▪ Know and politely enforce policies and follow procedures. ▪ Provide accurate information about LiftUp programs. ▪ Maintain a clean, organized and safe work site; this includes stocking, cleaning, taking out trash, maintaining restroom cleanliness, shoveling sidewalks and entry, etc. ▪ Support, oversee or train volunteers at work site in the absence of the manager; may support coordination and communication for staffing or scheduling. ▪ Receive incoming calls and provide information about LiftUp programs. ▪ Provide coverage at the Thrift Store, Donation Center or Food Bank as needed. ▪ Attend monthly staff meetings. ▪ Assist with special projects and perform other duties as assigned. <p><u>Donation Center Specific</u></p> <ul style="list-style-type: none"> ▪ Know and adhere to standards of quality guidelines for sorting. ▪ Sort and visually inspect donations. ▪ Price donations, with guidance from DC manager (may include electronics, sporting goods, clothing, accessories). ▪ Assist with loading of pass-on trailer. ▪ Empty trash/cardboard. ▪ Lift bags/boxes for volunteers/staff/donors. ▪ Rotate seasonal merchandise and prepare donations for recycling. |

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| | <p><u>Food Bank Specific</u></p> <ul style="list-style-type: none"> ▪ Restock food shelves, refrigerators and freezers, while maintaining quality control. ▪ Practice first in, first out quality control and food rotation procedures. ▪ Assist with client intake as needed. ▪ Undergo needed, ongoing Food Bank training. ▪ Assist with food donation intake and reporting as needed. ▪ Assist with inventory as needed. ▪ Assist in greenhouse and with plant sales as needed. <p><u>Thrift Store Specific</u></p> <ul style="list-style-type: none"> ▪ Accurately manage payment transactions and correctly operate cash register and/or point of sale software. ▪ Stock product on sales floor. ▪ Merchandise store, following manager guidelines for order & display. ▪ Lift bags/boxes for customers. ▪ Rotate seasonal merchandise and prepare donations for pass-on. ▪ Work quickly and efficiently, while maintaining friendly customer service. |
| <p>Minimum Qualifications</p> | <ul style="list-style-type: none"> ▪ Ability to speak, write and communicate well is required ▪ A combination of skills, abilities, knowledge, experience and education to provide the ability to perform all essential functions ▪ High School Diploma, or equivalent, or relevant employment experience required ▪ Excellent interpersonal and communication skills and ability to maintain confidentiality ▪ Ability to define problems, collect and input data, establish facts and draw valid conclusions ▪ Ability to work comfortably with people from various socio-economic, racial, and cultural backgrounds ▪ Ability to meet deadlines, be self-motivated, self-disciplined and organized ▪ Ability to multi-task in a fast-paced and high-stress environment ▪ Willingness to perform duties from multiple locations within Routt County ▪ Familiarity with Microsoft Office Suite, Excel, and data management platforms desired ▪ Physical ability to stand for extended periods of time and lift and carry items weighing up to 50 pounds occasionally, with help, or up to 20 pounds repetitively |

Revised 2/12/2021