

<b>Job Title</b>	<b>Program Assistant</b>
<b>Employment Status</b>	Full-Time, 40 hours per week, Non-Exempt
<b>Reports to</b>	Director of Programs or Department Manager if assigned to a single department
<b>Supervision Exercised</b>	May supervise volunteers and community service volunteers
<b>Wage</b>	\$18.40/hr, non-exempt
<b>Benefits</b>	Health Insurance, Paid Holidays, Sick Days, Paid Time Off, 401(k), Short-term and Long-term Disability Insurance, Supplemental Insurance
<b>Key Accountabilities</b>	<ol style="list-style-type: none"> <li>1. Maintain safety, cleanliness, order and inventory of operations such as the Food Bank, Thrift Store or Donation Center.</li> <li>2. Provide courteous and professional customer service.</li> <li>3. Work quickly, accurately and efficiently on routine or special projects.</li> <li>4. Adhere to and enforce department and organization policies.</li> <li>5. Maintain confidentiality.</li> </ol>
<b>General Description of Position</b>	Provides front line customer or client service in the Food Bank, Donation Center or Thrift Store. Completes routine and special administrative or operations projects.
<b>Essential Duties</b>	<p><u>Overall</u></p> <ul style="list-style-type: none"> <li>▪ Assist clients, customers, donors, employees and volunteers in a positive, professional manner.</li> <li>▪ Help out as needed, providing excellent customer service.</li> <li>▪ Know and politely enforce policies and follow procedures.</li> <li>▪ Provide accurate information about LiftUp programs.</li> <li>▪ Maintain a clean, organized and safe work site; this includes stocking, cleaning, taking out trash, maintaining restroom cleanliness, shoveling sidewalks and entry, etc.</li> <li>▪ Support, oversee or train volunteers at work site in the absence of the manager; may support coordination and communication for staffing or scheduling.</li> <li>▪ Receive incoming calls and provide information about LiftUp programs.</li> <li>▪ Provide coverage at the Thrift Store, Donation Center or Food Bank as needed.</li> <li>▪ Attend monthly staff meetings.</li> <li>▪ Assist with special projects and perform other duties as assigned.</li> </ul> <p><u>Donation Center Specific</u></p> <ul style="list-style-type: none"> <li>▪ Know and adhere to standards of quality guidelines for sorting.</li> <li>▪ Sort and visually inspect donations.</li> <li>▪ Price donations, with guidance from DC manager (may include electronics, sporting goods, clothing, accessories).</li> <li>▪ Assist with loading of pass-on trailer.</li> <li>▪ Empty trash/cardboard.</li> <li>▪ Lift bags/boxes for volunteers/staff/donors.</li> <li>▪ Rotate seasonal merchandise and prepare donations for recycling.</li> </ul>

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

Revised 5/11/2021