

CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

TITLE: Program Assistant/Client Coordinator
DEPARTMENT: Saint Francis House
SUPERVISED BY: Saint Francis House Program Director
STATUS: Full-time / hourly / non-exempt
UPDATED: 7/7/2020

Job Summary: The Program Assistant/Client Coordinator is responsible for smooth and timely operations of the Saint Francis House food pantry and client database. The primary duties of this positions include client intake and food distribution, data input, assisting in client programs, record keeping and mailings, and ongoing quality control checks within the database.

Secondary duties include working closing with Warehouse Coordinator and Expeditor to provide support to program activities involving volunteer and food distribution. Receiving and tracking donations, and keeping shelves and coolers stocked.

QUALIFICATIONS:

Competencies: Dependability and ability to work with a variety of people and challenges, and to carry out the mission and purpose of the program. Process demonstrated motivation and leadership skills. Must be self-motivated and detail orientated, with flexibility, and strong organizational skills. Must possess the ability to prioritize duties, manage time, and courteously interact with a variety of individuals, both at the work site and in the community. Adhere to business profession code of ethics, and function well under stressful conditions. Must be able to maintain program/guest/agency confidentiality and treat each individual with dignity and respect.

Education/Experience: High School Diploma or GED; 1-year previous experience working with the public and database operations. Food industry experience is a plus but not necessary. Must possess a valid Alaska Driver's License and good driving record. Must present current driving record prior to hire and maintain a good driving record.

Skills: Ability to: work by oneself or as part of a team; foster positive relationships with volunteers, delegating tasks when needed. Excellent customer service and organizational skills. Should have competent computer skills and ability to problem solve.

Physical Requirements: Must be at least 18 years of age. Frequently and repeatedly move boxes and other items weighing up to 40lbs and position on high shelves. Ability to operate a pallet jack, dolly, hand truck, and flatbed cart. Must be able to work standing and on feet for long periods of time. Limited weekend or night work to assist with special events when necessary.

Training Requirements: CPR/First Aid; De-escalation Training; HIPAA; Sexual Harassment/Discrimination; Anchorage Food Handler's Card

DUTIES & RESPONSIBILITIES:

1. Run the client check-in desk and distribute food to clients.
2. Refer clients to appropriate services as needed.
3. Perform daily data input and management of the client database.
4. Assist with client programs related to the food pantry.
5. Maintain proper first in, first out rotation of food items.
6. Maintain a neat and orderly workspace.
7. Assist with moving large items that require two individuals.
8. Work with volunteers to sort and store incoming donations and orders, keeping the pantry stocked and clean.
9. Assist program director with inventory, ordering, and reporting.
10. Provide back up support to the Warehouse Coordinator and Expeditor.
11. Build and maintain positive, appreciative relationships with donors and vendors.
12. Other duties as assigned.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____