

JFS of St. Louis is seeking a talented **Program Assistant – Food Pantry** to join our team.

For more information or to apply, please visit: www.ifcsapply.com

Volunteers represent over half of the pantry's daily workforce. The JFS Program Assistant cultivates a welcoming and inclusive volunteer/staff culture and builds relationships with all pantry volunteers. The Volunteer Assistant coordinates volunteer schedules and training, and provides oversight and support.

Program Assistants provide warm and highly efficient customer service to pantry guests/clients. Program Assistants are responsible for carrying out pantry operations, including guest registration and shopping, and sorting, stocking and cleaning.

DUTIES AND RESPONSIBILITIES:

1. Supports and ensures smooth daily food pantry operations
2. Cultivates a welcoming and inclusive culture among volunteers and staff
3. Schedules and adjusts volunteer assignments to ensure workforce coverage using Volgistics software program
4. Serves as an onsite contact for ongoing volunteers to provide information and support, helping them stay on task and follow pantry guidelines
5. Schedules, educates, trains and provides oversight to ongoing volunteers, episodic individual volunteers, corporate volunteers and school groups
6. Communicates individual volunteer performance to the JFS Volunteer Coordinator in order to formulate appropriate action steps as needed
7. Provides monthly report on activities
8. Sorts and stocks food items in coolers; freezer and warehouse
9. Inspects food items to ensure quality and freshness
10. Shops with or for guests/clients
11. Staffs front desk/registration including guest check-in, intakes, answering phones, and providing pantry information
12. Works alongside volunteers in the sorting, stocking, shopping, registration and scheduling areas as needed
13. Completes assigned administrative support tasks
14. Other duties as assigned

EDUCATION, EXPERIENCE, AND SKILLS REQUIRED:

- High school education required
- Experience supervising and working effectively with volunteers
- Ability to use office equipment, personal computer, Outlook email, and a variety of software applications
- Advanced verbal communication skills
- Ability to analyze and solve problems

- Ability to prioritize daily work assignments
- Strong interpersonal and team-building skills
- Ability to communicate information calmly in high-stress situations, demonstrating sensitivity to all populations served

WORKING CONDITIONS AND PHYSICAL EFFORT:

- Requires an above average amount of physical effort including standing lifting and carrying heavy materials or equipment (15-50 pounds)
- Requires evening and weekend assignments
- Work is performed at central and remote food pantry locations

KEY COMPETENCIES:

- Able to work a flexible schedule, including evenings and weekends
- Understands and supports JFS' mission, vision and values
- Builds positive relationships with peers, management, clients, vendors and donors
- Is collaborative, easy to work with and promotes professional working relationships with co-workers
- Effectively communicates/presents problems and solutions
- Follows and enforces policies
- Cultural competency and comfort working with diverse groups
- Able to prevent conflict
- Comfortable with change
- Willing to learn new things

Full-time hours available, salary \$12.00 per hour
JFS is an Equal Opportunity Employer