



Our Vision: a healthy hunger-free, community.

Our Mission: to end hunger and leverage the power of food to build a healthier community.

Revised: August 2019
Title: Program Assistant
Department: Kitchen
Reports to: Director of Nutrition and Food Safety Services
Status: Hourly, Non-exempt, Full time

General Description

The Program Assistant is an essential part of Kitchen operations providing support for programming needs as well as general office administration. The Program Assistant is the first line of communication with constituents and must represent Foodlink in accordance with our mission, vision, and values. The Program Assistant must have a working understanding of all aspects of the organization and know how to appropriately direct inquiries. The Programs Assistant will manage key databases on behalf of the Kitchen Department and enhance operations through efficient and effective interdepartmental communication.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Team Member Interactions and Customer Service

- Communicate promptly and courteously with program sites and external customers as needed to schedule training, confirm orders and meal count changes, paperwork submission and adjustments, program transition scheduling or management changes and general program inquiries and questions.
- Communicate effectively and comprehensively with kitchen production staff and drivers to ensure all meals are delivered safely and in a timely manner.
- Work interdepartmentally on a per project basis, commonly assisting team members with tasks as well as daily operational projects.
- Act as initial main point of contact and resource for all kitchen volunteers and kitchen work force development individuals
- Work collaboratively with Foodlink staff across all departments to ensure program delivery exceeds all standards.

Database Management

- Learn and consistently demonstrate understanding of Foodlink's meal programs - (Child and Adult Care Food Program (CACFP), Summer Food Service Program (SFSP) and National School Lunch Program (NSLP).
- Maintain up-to-date agency and meal site information, including meal service time in database.
- Prepare daily delivery tickets for drivers and ensure all paperwork is maintained in an organized manner.
- Assist in program mailings, agency and meal site contacts, filing and record keeping of food temperatures, delivery information, menus, meal site paperwork, etc, and other projects as needed. Provides meal counts and changes to production, routing and procurement by maintaining the weekly production and routing spreadsheets.
- Complete timely accounting and invoicing of vended meals and snacks
- Update monthly breakfast, snack and lunch menus, daily delivery invoices (tickets) and paper supply orders for sites.
- Maintain all program records to be audit-ready and participate in audits and record reviews as scheduled.

Office Administration

- Maintain up to date documents needed for kitchen operations.
- Answer telephone, screen and direct calls, take and relay messages
- Greet persons entering organization and direct the to correct destination
- Complete other tasks as assigned.

Minimum Requirements

- Strong communication skills- written and oral
- 3+ years customer service experience
- Ability to work as a team member and manage multiple priorities
- Advanced working understanding of Microsoft Office, and ability to master Foodlink databases
- Highly detail oriented
- Ability to apply mathematical concepts
- Associates degree and 2+years experience required: or equivalent combination of education and experience

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to handle or feel items such as documents. The team member is occasionally required to stand; walk and reach with hands and arms. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all- inclusive. Employees in this job will follow other instructions and perform other related duties as required.

The Foodlink Way

- ✧ Passion and commitment to our mission ✧ Going above and beyond what is required
- ✧ Seeing our roles as more than just a job ✧ proactively seeking improvements ✧ Having the ability to adapt to change

The Foodlink Way is description of who we really are as demonstrated by what we say we value and what we do to express those values.

Everyone is welcome here! Foodlink is an equal opportunity employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, genetics, veteran or disability status.