



Our Mission

Our mission is to leverage the power of food to end hunger and build healthier communities.

Our Vision

We believe that the fight against hunger and the fight against poverty are one and the same. We envision a future in which food is recognized as a human right and every person is able to feed themselves and their families in dignity.

Together, we work to create a more nourished, prosperous region.

Our Values

Our core values define who we are and how we work with our communities. Foodlink & our team members have:

- Compassion** - treat all with dignity & respect; build kinship with those we serve
 - Innovation** - say yes; avoid complacency risk failure in the pursuit of ending hunger
 - Collaboration** - build a shared vision, create synergies, and maximize resources
 - Agility** - respond urgently to the ever-changing needs of our community
 - Stewardship** - maximize the impact of every dollar, donation and asset
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Job Title: Program Assistant

Department: Kitchen

Reports to: Director of Nutrition and Food Safety Services

Status: Full-time, Hourly, Non-Exempt

JOB SUMMARY

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.

KEY RESPONSIBILITIES

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, temperature logs, 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.
- Utilize technology to improve kitchen office systems

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.

QUALITIES

- **Agile.** You can adapt to evolving needs and priorities. You are able to juggle and prioritize a variety of needs across the organization
- **Collaborative.** You create meaningful and authentic relationships with colleagues. You collaborate and connect the dots across departments, rather than working in a silo.
- **Humility.** Open to receiving feedback, trying new ideas, and learning from others. Belief that no task is too small.
- **Compassionate.** You treat others with dignity and respect.
- **Solution-oriented.** You take initiative and solve problems in a growing, evolving environment. You can pivot between strategies and manage competing priorities.

PREFERRED CANDIDATES WILL HAVE:

- 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, with proficiency in excel, 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

We are actively seeking a diverse pool of candidates for this role.

SALARY AND BENEFITS

This is a full time position paid on an hourly basis starting at \$16.50/Hour. Foodlink covers 100% of individual health and dental insurance with the ability to acquire family coverage with pretax dollars. In addition to generous paid time off

(PTO), we observe 14 paid holidays throughout the year. Opportunity to contribute to a 401k retirement savings plan upon hire. Eligible for generous employer match after 1 year of service.

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. *The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive. Employees will follow other instructions and perform other related duties as required.*

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