



## Program Assistant

**Summary:** The Program Assistant provides operational support across all program areas, with a focus on our outdoor fresh food distribution and grocery delivery program. The Assistant supervises a team of volunteers in fresh food distribution set up.

**Hours/Classification:** This is a part-time (21 hours), non-exempt (hourly) position. Schedule is generally M, T, Th, F 9am-12:30pm, Wed 9am-4pm plus occasional additional hours as required.

**Direct Report:** The Program Assistant reports to the Program Director.

### **Job Qualifications:**

- Self-motivated with excellent follow-through.
- Strong verbal communication skills, and attention to detail.
- Good interpersonal skills and ability to work in teams, ability to lead teams of volunteers and provide clear instructions.
- Basic computer skills strongly preferred including competency with email, internet searching.
- Ability to track multiple tasks and follow tasks through to completion.
- Physical ability to lift and carry 50+ pounds, push and pull heavy loads, bend, twist, walk up and down stairs carrying heavy items repeatedly throughout the shift.
- Valid driver's license and ability to be insured under agency automobile policy required. Comfort driving large vehicles required. Past experience driving 15-20' truck preferred.
- ServSafe Food Handler Certification required or must be obtained within 60 days of hire (training provided by employer).
- Verbal proficiency in Spanish, Portuguese, and/or Mandarin is preferred.
- Strong appreciation for organization's mission, values and approach, with a strong commitment to working with and supporting all members of the Amherst Survival Center community and ensuring the fair and equitable distribution of goods.
- Strong preference for candidates who bring additional skills, capacity, and perspective that strengthen our ability to meet our mission such as: language proficiency in addition to English; lived experience with food insecurity; racial, cultural, and ethnic diversity; community engagement; experience working on food justice issues; experience working within organizations on diversity, equity, and inclusion; collaborative leadership, and/or other relevant skills.

### **Essential Duties and Responsibilities**

#### ***Fresh Food Recovery and Outside Food Distribution:***

- Assist with food recovery as needed.
- Assist with outside food distribution including daily set up and working with set up volunteers.
- Ensure COVID-related safety protocol compliance by volunteers.
- Keep outdoor distribution area, waiting areas, and general grounds clean, well-organized, and appropriately stocked.

#### ***General Center Operations and Program Support:***

- Support food pantry operations, including stocking and assembling grocery delivery orders.
- Support daily set up in all program areas as needed.
- Assist with food deliveries as needed (driving organizational vehicles).
- Provide staffing coverage in any/all program areas as required.



***Additional responsibilities:***

- Participate actively in full staff meetings, team meetings, and individual supervision meetings.
- Complete administrative duties as assigned.
- Demonstrate professionalism at all times, both verbally and in writing when representing the Amherst Survival Center, including appreciating and supporting those you work with, showing respect to all ASC participants, demonstrating professional conduct, acting with honesty and fairness in all of your dealings with others, proactively addressing conflict in the Center as it arises.
- Approach your work with an attitude of continuous improvement. This involves continually examining processes to discover and eliminate problems in order to improve participant satisfaction and to enhance program effectiveness.
- Play an active role as part of the Amherst Survival Center team to develop organizational structures and policies, and ensure all program areas fulfill the Center's mission, including playing an active role in the Center's diversity, equity and inclusion efforts. Participate in intentional learning opportunities, including a focus on understanding and dismantling institutional racism and building cultural competency.
- Represent the Amherst Survival Center with community stakeholders as assigned.
- Other reasonable duties as assigned by Program Director, Executive Director or designee.

**Working Conditions:** Position works both indoors and outdoors, with significant outdoor exposure in all weather. Must be able to lift 50+ pounds regularly. Some typing, writing, talking on phone, and frequent talking in person. Frequent sitting, walking, standing, use of stairs, lifting and carrying. The Center is a fast-paced environment which can be crowded and noisy.