



Job Title: Program Assistant – Volunteers & Distribution
Department: Program
Reports to: Senior Manager of Programs
Status: Non-exempt, Part-time, 30-35 hours/week
Regular evening and weekend hours will be required.
Benefits/Salary: \$18-\$22 per hour DOE, PTO, Other benefits available: subsidized health insurance, dental insurance, 403b retirement plan

Job Summary:

The Program Assistant – Volunteers & Distribution (PAVD) a dedicated, high energy, self-motivated individual with strong interpersonal skills and community-centric focus working within the Program Team. The PAVD position will involve a broad range of tasks, focusing on EBC’s program components by providing recruitment, oversight and scheduling for EBC’s large pool of volunteers at the Central Hub. They will support the Program departments essential activities of inventory intake, processing and distribution, supervision of volunteers, customer support, on-site and off-site event support, administrative and staff support. Dynamic communication skills, the ability to adapt quickly in our lively environment, and a sense of humor are required. Hours will vary.

This document is intended to describe the general nature and level of work being performed and is not an exhaustive list of all duties, responsibilities and skills required of the position.

Job Responsibilities:

Major Areas of Responsibilities

- **Volunteer Management (80%):** The Program Assistant for Volunteers & Distribution will be responsible for the recruitment, training, and supervision of volunteers and volunteer shifts at the Central Hub.
 - * **Recruitment:** The PAVD will be responsible for working with the Sr. Manager for Programs & the Development department to recruit community volunteers for the Central Hub in Issaquah. They will maintain volunteer recruitment sites (Volunteer Match, etc) attend community events and represent EBC at volunteer fairs, etc., to ensure that EBC’s pool of community volunteers is expanding. They will work closely with Core Volunteers on refining and maintaining their areas of responsibility as well as problem solve issues as they arise. Work closely with Development & Community Relations team on recruiting corporate, civic and faith groups.
 - * **Scheduling:** The PAVD will maintain schedules for volunteers. They will update, monitor & report using Volunteer Hub (or other Volunteer tracking software). They will also monitor and facilitate scheduling for core volunteers. Working with the Development & Community Relations team, the PAVD will communicate with and help to schedule large groups of volunteers, ensuring that they have the information they need to be effective and make their volunteer experience rewarding.

* **Training & Supervision:** The PAVD will train volunteers and supervise their work and volunteer shifts. Some of this may be delegated to other Program department members or to experienced volunteers depending on the tasks and shifts. The PAVD will make sure that volunteers understand their duties while working, know EBC's safety protocols, know who to turn to for questions and are familiar with volunteer amenities at the facility. PAVD will work with the Program Assistant for Safety & Facilities to ensure safety protocols for volunteers are up to date.

- **Distribution (10%):** Working with other team members, the PAVD will ensure that orders are ready for distribution on their appointed day. They will ensure that items that have been missed during the order fulfillment process are located and provided for pick up.
- **Customer Service (5%):** Support Program, Development & Community Relations and Admin staff as needed to greet, train and tour community members.
- **Other Duties as Assigned (5%):** This is a general category of special job duties or assignments. These can include: supervising volunteers, assisting purchasing, administrative support, etc.

Working Conditions

(Describe working conditions that impact the job-including physical requirements or conditions)

While performing the duties of this job the employee is in a typical warehouse and office environment, is required to regularly walk, sit, talk or hear and occasionally stand. Occasional requirement to walk in inclement weather between the storage units. Frequent use of computers and related equipment is required. Frequent lifting up to 20 pounds and occasional lifting up to 40 pounds. Vision requirements include: close vision.

Qualifications/ Competencies

The requirements listed below are representative of the knowledge, skills, and abilities required to perform the job.

- **Education/Experience** – High School Diploma and 2-3 years' work experience in general office management, or an equivalent combination of education and experience. Experience in nonprofit or social service environment, customer service, including volunteer management, is preferred.
- **Language Ability** – Ability to read, write, and speak English effectively with others. Ability to effectively present information and respond to questions from groups of managers, volunteers, and the general public.
- **Reasoning Ability** – Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- **Computer/Technical Skills** – Proficiency in MS Word, Excel, and Outlook required. Ability to learn new software quickly as contact management and other specialized software applications are utilized daily.
- **Other Competencies/Characteristics** – The ability to be flexible, highly organized with a strong orientation to detail/quality work is required. Must maintain a highly professional demeanor and level of confidentiality. Must have strong interpersonal skills with the ability to communicate effectively with others both internally and externally as well as

work well with a variety of people and personalities. Regular attendance is required to adequately perform this job. Superior attention to detail with strong follow-through. Ability to problem-solve and adapt quickly in our dynamic environment. Commitment to and enthusiasm for EBC's mission and values.

- Regular evening and weekend work required.