

## SM Josette Food Pantry Program Assistant

Title: Program Assistant  
Reports To: Director  
Supervises: None  
Status: Nonexempt  
Classification: Administrative  
FTE: Part Time (20 hours per week)

### Position Summary:

The Program Assistant provides administrative and program support to the SM Josette Food Pantry team. In the temporary or emergency absence of the Supervisor and/or Director, the Program Assistant has knowledge and authority to ensure continuity of the pantry's daily operations.

### Essential Responsibilities:

- Answer phone calls
- Complete and process forms for clients (new and existing)
- File documents or keep information up to date on the computer
- Provide customer service to clients (answering questions, scheduling appointments, assisting with food delivery and/or pick up)
- Follow agency personnel and safety procedures
- Maintain strict confidentiality of all client information
- Support the philosophy and objectives of Felician Services and Hopebound Ministries
- Serve as the in person point of contact for any occasional short-term (1-4 days) absence of the Assistant Director and Director
- Accepts and performs other work as assigned periodically (i.e., program related research, inventory rotation, fundraising, outreach activities)

### Essential Qualifications:

- Must possess a high school diploma or GED
- Must possess basic computer skills, be proficient with Microsoft Word and Excel, can read and comprehend instructions, and follow verbal directions
- Ability to work with a diverse population
- Regular attendance and punctuality
- A professional and courteous manner and an ability to work harmoniously with other employees, clients, and the general public

Submit resume to [LCHINN@VILLA.EDU](mailto:LCHINN@VILLA.EDU)