

Position Overview

Meals on Wheels Administrative Assistant

Marion Polk Food Share is the regional food bank leading the fight to end hunger in Marion and Polk Counties. Support from our local community makes it possible for the Food Share to collect and distribute nutritious food for children, adults and seniors through more than 100 partner programs, including food pantries, meal sites and home-delivered meals and to carry out programs to address the root causes of hunger.

The mission of Marion Polk Food Share is ***“Leading the fight to end hunger in Marion and Polk counties, because no one should be hungry.”***

At the Food Share, our commitment is to:

- *Treat all people as our neighbor*
 - *Encourage creativity and be willing to take risks*
 - *Listen first and seek to understand*
 - *Focus on shared goals*
 - *Celebrate diversity, ensure dignity and act equitably*
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Statement of Purpose: Ensures quality, consistent and caring service to Meals on Wheels clients, volunteers and the general public and supports an efficient, highly organized Meal on Wheels office.

Summary of Role: The Meals on Wheels (MOW) Administrative Assistant will conduct general office procedures in the Marion-Polk Food Share Meals on Wheels office. The Administrative Assistant is primarily responsible for reception, filing, support with accounts receivable, client intake, enrollment and retention and other projects as assigned.

Core Areas of Responsibility

- **Office Administration:** Conduct general administrative and reception duties in the Meals on Wheels office.
 - **Client Services:** Serve as one of the first point of contact for clients and handle processes pertaining to client services. Provide a welcoming customer experience for all clients.
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This position has no supervisory responsibilities but will provide leadership, guidance and training to volunteers.

Areas of Responsibility, Evaluation and Essential Functions:

- Office Administration: Conducts general administrative and reception duties in the Meals on Wheels office.
 - Conducts daily office reception duties, including answering a high volume of phone calls.
 - Checks email on a regular basis and responds promptly to program inquiries.
 - Handles volunteer inquiries and requests.
- Client Services: Serves as the first point of contact for clients and handle processes pertaining to client services. Provides a welcoming customer experience for all clients.
 - Practices an extremely high level of customer service with Meals on Wheels clientele.
 - Handles customer complaints in a professional manner.
 - Conducts client intakes and enrollments, inputs daily meal changes, answers service questions and provides referrals to other services.
 - Assists with inquiries and eligibility determination for CSFP (Commodity Supplemental Food Program – aka Senior Grocery Box) and helps assist clients with information and program rules.
 - Prepares program reports and daily correspondence as needed.
 - Effectively utilizes Meals on Wheels software on a regular basis to input and track client information. Maintains accurate client records.
 - Professionally and promptly handles emergency situations when delivery to client is not possible and notifies emergency contacts.
 - Drives Meals on Wheels routes as needed.
 - Communicates with social service agencies and professionals concerning client welfare. Makes referrals to Protective Services when neglect, exploitations and/or abuse of a senior or disabled person is suspected.
- Other duties as assignedⁱ

Education and/or Experience; Certificates,/Licenses/Registrations:

- Associates degree or one year of experience in reception or customer service, preferred.



- Experience working with seniors, disabled persons or in the nonprofit sector, preferred.
- Basic skills and experience in Microsoft Office Suite required. Database experience preferred.
- Vehicle in good working condition, valid Oregon driver's license and proof of auto insurance required.
- Must pass pre-employment drug screen and full background check, including driving record check.

Necessary Knowledge, Skills and Abilities:

- Ability to provide excellent customer service while working with a high needs population.
- Excellent verbal and written communication skills.
- Highly organized and detail oriented with data and complex paperwork.
- Ability to prioritize and balance conflicting demands.
- Ability to understand and communicate Meals on Wheels policies and apply them when necessary.
- A commitment to the mission of Marion-Polk Food Share and serving older adults in need.
- Effective team player and ability to mediate conflict.

Job Conditions:

Work is performed primarily in an office environment, but will also require operating a motor vehicle to make trips to sub distribution sites and to drive MOW routes in Salem. Routes usually consist of 5-15 stops and requires the ability to carry full Meals on Wheels bags which can weigh up to 30 pounds. Work may be performed seated or standing for prolonged periods of time. Regular use of a computer and common office equipment. May frequently lift, move and carry objects up to 30 pounds. Regular use of stairs and/or elevator. During travel, work is subject to varying indoor and outdoor temperatures and road and walkway surface in all seasons.

Title	MOW Administrative Assistant	Department	Programs
FLSA	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non Exempt	Starting Salary Range	\$14.30-\$16.80
Status	<input type="checkbox"/> Full Time <input checked="" type="checkbox"/> Part Time	Hours Per Week	8-24
Reports to	MOW Program Manager	Date of Last Revision	9/1/2020
Alternate Title(s)		Grade	E
Employee Signature			
Supervisor Signature			
HR Signature			

ⁱ This job description does not list all the duties of the job. You may be asked to perform other duties. You will be evaluated in part based upon your performance of the tasks listed in this job description. MPFS has the right to revise this job description at any time. The job description is not a contract for employment.

To perform this job successfully, an individual must be able to perform each essential duty and physical demand satisfactorily with or without a reasonable accommodation. EOE.