



Program Assistant
Location: Douglas County
Salary: \$14.30 - \$21.50 Hourly
Open Until Filled

Full Time Position / Position works 30 hours per week. UCAN provides an excellent employee benefit package which can be found here: https://www.ucanap.org/index.php/download_file/view/2729/198

The Food Bank Program Assistant provides an important administrative support role in marketing and agency relations for the Food Bank. This position will provide support to food bank programs, projects and staff.

OVERVIEW OF JOB DUTIES

Under the direction of the Feeding Umpqua Program Manager, the Program Assistant will:

- Assist with the development and distribution of program correspondence, brochures and newsletters. Research and collect statistics from Food Bank programs for inclusion in brochures, newsletters, grant applications and reports.
 - Provide administrative support to maintain Agency Relations and operation of the mobile pantry. Assist in record keeping, file maintenance, and assist in reports, as needed. Help with set up and planning for meetings/events.
 - Assist in food bank marketing activities as needed including mailings, promotions, special events, etc. This also includes having experience and skills in working with social media platforms including Facebook and Instagram..
 - Assist with Food Drives. Assist with contacting potential donors, as well as scheduling food drive delivery and pick-ups. Help maintain database of food drives. Generate and send acknowledgement letters for food drives.
 - Engage in the following tasks and behaviors that represent excellent customer service to all Food Bank donors and stakeholders: timely responses, punctuality and attendance, treating others with respect, distributing quality product, being knowledgeable and providing accurate information, and using appropriate non-verbal and verbal communication
 - Assist in warehouse operations when needed. Including operation of the equipment, agency distribution, and special events, as necessary.
- ✓ **Regular and consistent attendance is required.**

POSITION REQUIREMENTS

Minimum Qualifications:

- Associate's degree in business or other related subject and one year work related experience in marketing or customer service OR a satisfactory equivalent combination of education, experience and training. At time of appointment, must possess valid Oregon driver's license.
- Knowledge of: office work flow systems, reasonable knowledge of data entry procedures, reasonable knowledge of research techniques and procedures, including online research. Knowledge of multiple social media platforms.
- Organization and multi-tasking; collecting data for program operations; composing correspondence; use of Microsoft Office Suite (word, excel, publisher, etc.).
- Ability to: Communicate effectively in both oral and written forms; conduct research and establish and maintain records, reports and statistical data; prioritize workload and handle deadlines; utilize problem identification and resolution techniques; remain calm and use good judgment during confrontational or high pressure situations; make decisions independently in accordance with established policies and procedures, and use initiative and judgment in completing tasks and responsibilities; maintain confidentiality; work as part of a team; courteously meet and deal effectively with other employees, other agencies, committees and the public. Must follow all safety rules and practices, and perform work in a safe manner.
- Following appointment must pass ServSafe certification
- This position requires bending, carrying, keyboarding, occasionally lifting up to 25 pounds, pushing, pulling, reaching, sitting, standing, walking, and hearing voice conversation Frequent mental and/or visual attention; the flow of work is either intermittent or the operation involves waiting for a machine or process to complete a cycle with intermittent checking or inspection involved.



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APPLY ON LINE OR SUBMIT COMPLETED UCAN APPLICATION TO: ucan.employment@ucancap.org

UCAN Human Resources, 280 Kenneth Ford Drive, Roseburg OR 97470

Website: <https://www.ucancap.org/index.php/who-we-are/career-opportunities>

Phone: 541-492-3913 FAX: 541-492-3921

UCAN is an Equal Opportunity Employer.

If you require special assistance at any point during the application or selection process and would like to request an accommodation due to a disability, please e-mail a description of your request to Human Resources:

ucanhr@ucancap.org