



Hastings Family Service

Job Description

MISSION: Hastings Family Service engages community to provide help and hope for neighbors.

Job Title: Program and Admin Assistant
 Exempt XX Non-exempt

Reports to: Programs Director
Revision date: 11/8/24

Position Summary

The Program Assistant is an enthusiastic and compassionate team member who loves working with people of all ages, backgrounds and ability, assisting with the duties related to the administration of the organization's programs. This position will coordinate the Just Friends transportation program, assist with seasonal programs like school supplies distribution and Project Share holiday assistance, and provides support to food programs critical to the mission of the agency. The Program Assistant is also an essential administrative member of the intake team, answering phones, entering data, and scheduling appointments utilizing our Link2Feed software, and helping with walk-in inquiries. The position works closely with volunteers, requires excellent written and verbal communication skills, the ability to multi-task and work effectively through frequent disruptions, and proficient use of technology in a business setting.

This is a 30-40 hour/week on site position located in downtown Hastings and is benefits-eligible. Must hold a valid driver's license, show proof of insurance, and clear an employment background check.

The priorities for the position include:

Just Friends Program Coordination

- Coordinate the weekly scheduling of rides between clients and volunteers
- Build and maintain strong relationships with volunteer drivers and volunteers who assist with calling/scheduling
- Track data and submit timely reports to the County
- Coordinate reimbursement for volunteer drivers
- Troubleshoot issues as they arise

Seasonal programs Coordination or assistance

- As a member of the Programs team, serve as the primary coordinator of the School Supplies distribution and the Project Share holiday assistance program
- Assist with NAPS and other food programs including our mobile programs as needed
- Work with the Volunteer Receptionists in the neighbor services area and help with walk-in questions and needs
- Assist with other program-related needs as they arise and crosstrain in program areas to back up your team as needed and filling in areas when volunteers are unavailable

Administrative Assistance

- Assist in answering phones and completing intake and appointments utilizing our Link2Feed database
- Help to maintain security and phone systems, and other facility needs
- Update program and agency documents as needed

- Assist with opening/closing procedures
- Other duties as assigned by the Programs Director

Education and Experience:

- At least three years of relevant experience working with the public in a professional business or nonprofit environment; prior work in an administrative setting answering phones and working on a computer; 2-4 year degree preferred
- Demonstrated experience working with volunteers to achieve a necessary outcome
- Strong phone/technology/computer skills including the responsible use of email, social media, and the basics of Microsoft Office 365 (Outlook, Word, Excel); the willingness and ability to learn new systems
- High degree of confidentiality and the ability to use good judgment and discretion working directly with the neighbors we serve and handling confidential and/or sensitive information
- Excellent written and verbal communication skills with the ability to effectively represent the agency and work positively with staff, volunteers, community members, donors and other internal and external audiences

Physical and Time Demands:

- The physical demands include that of a typical office environment plus the ability to stand and/or walk for periods up to two hours and occasional lifting in the food shelf of 20-30lbs
- A typical Monday-Friday position with occasional events outside of the regular work day

Necessary Attributes:

- Warm and welcoming presence with a passionate commitment to outstanding customer service; ability to handle difficult situations/people in a calm and consistent manner
- Ability to prioritize and manage multiple tasks simultaneously and the flexibility to quickly adjust to changing priorities and workflow
- Excellent verbal and written communication skills in person and via phone/email
- Interest and enthusiasm for working with volunteers, neighbors and the community
- Strategic thinker with the curiosity and creativity to think outside of the box; problem-solve and discover/implement solutions
- Ability to work effectively both independently and as a part of the team, seeing what needs to be done and making it happen
- A team player who works with a spirit of optimism, who likes to have fun at work and looks for a “yes” to tough situations
- Strong commitment to confidentiality, diversity, equity, access and inclusion
- Genuinely enjoys working with people of all ages and backgrounds
- Reliability, initiative and commitment to ongoing improvement

Hastings Family Service has been providing for the basic needs of neighbors including food, clothing, shelter and transportation in the Hastings area communities since 1970. **The mission: to engage community to provide help and hope for neighbors**, impacting the vision of a caring and connected community where all neighbors can thrive.

The following values guide our decisions and inform our everyday actions:

- People come first.
- Inclusion matters.
- Connections fuel impact.
- Community drives purpose.
- Gratitude guides us.

*Hastings Family Service is an Equal Opportunity Employer,
valuing a diverse workplace and offering a welcoming and inclusive environment
in service to one another and the neighbors and communities we serve.*