



POSITION DESCRIPTION

Job Title: Program Associate II

Reports To: Program Director

FLSA Status: Hourly

Hours: 20 Hours/Week

Location: Fred Meyer Beaverton or Hollywood and main office

Current Pay Rate: \$15 Starting

Benefits: Partial Benefits Eligible

Organization Overview:

For over 30 years, Store to Door has delivered nourishment and social connections to homebound people in our community. We support independent living for Portland area seniors and people living with disabilities by providing a low-cost, volunteer-based grocery shopping and delivery service. Our award-winning organization is the only one of its kind in Oregon. Each year, with over 1,400 volunteers, we make over 14,000 deliveries to 800+ seniors and people living with disabilities.

Position Summary:

The Program Associate II supports the Program Coordinator and Program Director in providing safe and efficient service delivery, including duties such as: assisting in providing an organized shopping experience for volunteers and staff, filling client orders, greeting and training volunteers in the store, providing quality control as orders are completed, and providing support with financial reconciliation in the store. Provide office support one day a week answering phones and completing related tasks.

Duties and Responsibilities:

Store Assistant (70%)*

- Serves as Lead in the absence of Program Coordinator
- Support the setup and breaking down of the store on shopping days
- Review with staff and volunteers the assignments for the day
- Greet, train, and register volunteers and assist with training new volunteers
- Complete the cart checking (quality control) process
- Support the smooth flow of the grocery checkout process
- Ensure accuracy and quality of grocery orders before distribution to client residence
- With training, complete daily financial reconciliation and receipt documentation
- Complete deliveries of groceries to clients
- Upon delivery of groceries to clients' homes:
 - Review delivered items for accuracy
 - Collect client payments
 - Complete order form and client payment information, mails or returns all completed orders to Administrative Office for processing

*Representative tasks that may be assigned.

Office Support (30%)

- Serves as office receptionist on Monday or Tuesdays (10am – 4pm).
- Answers the phone, routes calls, and answers questions as required.
- Provides clerical support as needed

Qualifications:

- High School diploma or equivalent
- Valid Driver's License

Skills, Abilities & Experience:

- Knowledge of and passion for seniors and people with disabilities
- Vehicle, valid driver's license, and insurance coverage required to perform job duties
- Strong organizational, record-keeping, time management, and multi-tasking skills, including the ability to set priorities and be flexible to last-minute changes
- Ability to promote a culture of respect, inclusiveness, and appreciation of diverse perspectives, backgrounds, and values
- Must pass a criminal background check
- Experience working with volunteers and or aging or social services preferred

Working Conditions/Physical Demands

Fast-paced, with significant people interaction. No lifting over 20 lbs. Some reaching, bending, and stooping, and sitting for extended periods with phone and computer work.

Commitment to Equity

Store to Door is an Equal Opportunity Employer and strongly encourages people of color, women, LGBTQ+ individuals, veterans, those with disabilities, and those with working-class backgrounds to apply. We are working toward an equity and diversity plan dedicated to improving outcomes for communities of color and other under-served populations.

Disclaimer:

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. This document does not create an employment contract, implied or otherwise; employment in this job is an "at-will" employment relationship.

Employee Signature

Date

12/17/21