



Program Assistant Full Time/Hourly

- Do you enjoy helping and directing people?
- Are you organized, detail-oriented, and computer savvy?
- Do you love to learn and embrace professional growth?
- Do you want to improve the well-being of local people in need?
- Are you ready to apply your talent and skills to an organization with a 44-year history and a solid financial foundation?

General Job Description

Westside Food Bank, a non-profit social service organization, is seeking a full-time Program Assistant. WSFB distributes more than 5 million pounds of food yearly to over 55 social service agencies and is expanding services with the increase in local need. The Program Assistant is part of the operations staff and will support Westside Food Bank's Agency Relations Manager and Community Engagement Manager. This position requires work to be performed onsite at Westside Food Bank's office and field sites and is not a remote or hybrid position. Candidates will need to be able to read, write, and speak fluently in Spanish and English.

The Program Assistant reports to the Agency Relations Manager and works cooperatively with both warehouse and office staff.

Roles and Responsibilities

- Assist with the smooth operation of WSFB's mobile pantry programs
 - Prepare documents, reports, and training materials
 - Supervise operation of the pantry, including preparation, setup, and cleanup
- Assist Community Engagement Manager with training, coordinating, and supervising volunteer activities both onsite and in the field
- Develop, administer, and analyze surveys, both to agencies and to clients
- Assist with annual and new agency site visits
- Assist with developing and implementing WSFB's annual agency events
- Assist Agency Relations Manager with collecting and processing agency documentation
- Develop and implement special pilot projects to help underserved communities
- Develop materials for program related activities in English and Spanish
- Manage agency delivery program
- Staff resource fairs/events to promote the food bank
- Other program related tasks as assigned by supervisor

Qualifications

- Bilingual Spanish (speak/read/write) required

- Excellent interpersonal and communication skills, both written and verbal
- Valid driver license and clean driving record required; access to insured vehicle preferred
- Organized self-starter – ability to prioritize work based on deadlines and manage multiple projects at once without constant supervision
- Ability to interact with clients with empathy and firmness
- Ability to handle confidential and sensitive information with discretion
- Ability to write clearly and concisely
- Ability to train others and give clear explanations as needed
- Excellent attention to detail
- Computer skills and ability to learn new programs
- Proficiency with Windows Operating System, Microsoft Office, Slack, Adobe Acrobat, Zoom, Google Suite etc.
- Familiarity with graphic design software a plus
- Familiarity with Confluence wiki and Jira project management system a plus
- Must be able to obtain and maintain Food Handler's Certification
- At least 2 years of relevant work experience

Compensation & Benefits

- This is a full-time, non-exempt position at 40 hours per week, with salary of \$26/hr.
- Position is onsite at Westside Food Bank's office with a work schedule of Monday through Friday, between 7am to 6pm based on mobile pantry and volunteer schedule. (The times for each weekday will be fairly consistent – see attached schedule for example.) Candidates must be available to work onsite and in the field to support program activities.
- Evenings and weekends (up to 2 or 3 times a month) may be required
- Mileage will be reimbursed for travel

Generous benefits package:

- Medical (Kaiser HMO): Premiums fully covered by WSFB for the employee. Dependent coverage is available, employee pays 2% of their wages for coverage and WSFB pays the rest.
- Dental (Delta Dental PPO): Premiums fully covered by WSFB for the employee. Dependent coverage is available at 25% of the premium cost.
- 4% Safe Harbor 401k Match with immediate vesting
- Paid time off: 12 sick days per year, 10 holidays plus winter holiday closure, 10 vacation days in the first year of employment (increases per year, up to a maximum of 25 days at the seventh year of employment)
- Pre-tax Flexible Spending Account (FSA) available, with employer contribution to medical
- Life, AD&D and Long-Term Disability Insurance, paid for by WSFB

- Professional development opportunities, paid for by WSFB

How to Apply

Send resume and **brief** cover letter to jobs+pa@wsfb.org. Resumes without a cover letter will not be considered.

Applications will be reviewed immediately, and prospective candidates will be contacted directly; please, no calls.

Westside Food Bank is an equal opportunity employer committed to fostering an inclusive environment. We welcome candidates of all backgrounds and will not discriminate against any individual based on race, color, sex, pregnancy, national origin, age, religion, marital status, sexual orientation, gender identity, gender expression, military or veteran status, disability, or any factors prohibited by applicable law.

Sample Weekly Schedule

| TIME | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY |
|----------|--------|---------|-----------|----------|--------|
| 7:00 AM | | | | | |
| 8:00 AM | | | | | |
| 9:00 AM | | | | | |
| 10:00 AM | | | | | |
| 11:00 AM | | | | | |
| 12:00 PM | | | | | |
| 1:00 PM | | | | | |
| 2:00 PM | | | | | |
| 3:00 PM | | | | | |
| 4:00 PM | | | | | |
| 5:00 PM | | | | | |
| 6:00 PM | | | | | |

Flexible Hours

Set Hours