



## **Programs Office Specialist**

Feed. Engage. Strengthen.

Imagine a place where your talent can make a meaningful difference in people's lives. Working at Mountaineer Food Bank is a uniquely rewarding experience in which our employees work together as vital parts of a much larger mission: to feed the hungry in West Virginia. We are innovative, mission-focused, diverse, collaborative, values-driven and focused on results.

We are a West Virginia non-profit and the state's largest feeding organization. Located in the heart of West Virginia, our mission is to feed West Virginia's hungry through a network of feeding programs and engage the state in the fight to end hunger.

### **What you'll do**

We need a detail-oriented individual to organize and maintain the administrative records of the MFB Programs Department. The Programs Office Specialist will tabulate intake and registration forms and assist with Neighbor Connector intake, as needed. The Programs Office Specialist will record data in Excel spreadsheets, log volunteer hours into Vlogistics, completing program reports with accuracy and timeliness. This will primarily be an office position, with occasional travel to assist at distribution sites. The ability to prioritize tasks based on importance and timelines is essential.

### **Here are examples of what you'll be doing everyday:**

- Counting hundreds of Mobile Pantry intake forms
- Collecting data from various sources and recording information in multiple Excel spreadsheets and software
- Answer external phone calls relating to Program event locations and times professionally and with positive customer service
- Create flyers for events, Program Information sheets, and contribute to reports and Programs tasks in a timely manner, adhering to deadlines
- Complete various other administrative duties as assigned by Supervisor
- As needed, travel to Program sites to assist with distribution or Neighbor Connector intake



**And then there's you....**

- You're a team player—willing to chip in wherever and whenever needed to fulfill the goals of the Programs Department with a positive mindset.
- You're organized, motivated, and detail oriented.
- Able to prioritize tasks, stay on task, and competent in Microsoft Office and willing to learn other software.
- A true believer. You want to change the world and help West Virginia! You are hopeful and helpful and a true team player!

Of course...

We are an equal opportunity employer, and all applicants will be considered. We are committed to a diverse and inclusive workplace where we learn and work together to change West Virginia.

This is a Part-Time position in an office setting, approximately 20 hours a week, three days a week, Monday through Friday. Send resume, references, and cover letter to [chad@mountaineerfoodbank.org](mailto:chad@mountaineerfoodbank.org) by October 7, 2024.

Feel free to call or direct any questions about this opportunity to Director of Community Programs, Laura Phillips at [laura@mountaineerfoodbank.org](mailto:laura@mountaineerfoodbank.org) or 304-701-2016. We look forward to talking to you!



### Job Description

<b>Job Description Title:</b>	Programs Office Specialist	<b>Primary Supervisor(s):</b>	Director of Community Programs
<b>Location:</b>	Flatwoods	<b>Travel Required:</b>	Up to 50%
<b>FLSA Classification:</b>	Non-Exempt - Hourly	<b>Position Status (FT, PT, etc.):</b>	Part-Time (20 hrs/week)
<b>General Workday/Week:</b>	Varies	<b>Physical Demands:</b>	Medium
<b>Required Education and Experience:</b>	Microsoft Office training, certification, or competency in Microsoft Word & Excel	<b>Performance Expectations:</b>	Optional

**PHYSICAL / ENVIRONMENTAL DEMANDS:** *The table below shows how much on-the-job time is spent in the following physical activities:*

ACTIVITY:	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing			X	
Walking			X	
Sitting				X
Using hands to finger, handle or feel				X
Reaching with hands and arms		X		
Climbing or balancing		X		
Stooping, kneeling, crouching, or crawling		X		
Talking or hearing				X
Tasting or smelling	X			
Driving		X		

This position is responsible for maintaining records and files for Programs Department. Approximately 20 hours per week. Must be competent in Microsoft Office Programs, primarily Word & Excel.

**Equipment Used:** Computer/laptop, telephone, copier, fax, scanner, printer, related communications systems



**Position Summary:**

The Programs Office Specialist will be responsible for managing and completing administrative tasks of the Programs Department. This role will support all MFB Programs by maintaining statistical spreadsheets, tabulating service numbers, and counting and organizing intake forms. Candidate must be efficient, detail oriented, able to prioritize tasks, take direction, and maintain accurate records.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provides administrative support to ensure efficient operation of office, prioritizing tasks and adhering to deadlines
- Carries out administrative duties such as filing, typing, copying, scanning etc.
- Exhibits polite and professional communication via phone, e-mail, and mail
- Assist in the rollout of the Service Insights intake program at MFB food distributions and using software to retrieve data after the event
- Maintains office supply inventory
- Computer literacy and ability to learn computer programs & software, including Food Bank Inventory, Microsoft Outlook and volunteer logging software
- Create weekly Program Information documents by accurately copying and pasting details from event appointment in Outlook calendar
- Tally registration and intake forms, hundreds at a time
- Ability to pull reports, filter, and maintain Excel spreadsheets with accuracy and communicate that information when requested
- Create flyers for Program events to be emailed monthly to site contacts
- Attend Program Events as needed to assist with food distribution
- Performs other duties as assigned by Supervisor

**EXPERIENCE/ SKILLS:**

- Reporting Skills
- Administrative Writing Skills
- Microsoft Office Skills
- Managing Processes
- Organization
- Analyzing Information
- Professionalism
- Problem Solving
- Verbal Communication
- Strong personnel management techniques and experience



**Job Competencies:**

- Passion, focus, and creativity around Food Bank vision, mission, and values.
- Strong work ethic with orientation toward innovation, action and continuous improvement
- Internal drive to challenge the organization, themselves and the team to move the needle in our organizational mission.
- Teamwork- collaborator who enjoys working together to meet goals.
- Relationship Management- ability to work with team on multiple relationships-internal and external (staff, donors and member agency partners, etc.)
- Relatability- Ability to relate effectively with other staff, volunteers, agency representatives and the general public.
- Positive Attitude- Ability to work through different circumstances (change of schedule, weather, etc.) with a positive attitude.