

**Urbandale Food Pantry
Part-time Intake Assistant
Job Description**

General Statement of Responsibilities: Responsible for checking in UFP clients using the NIFCAP program with a positive, receptive manner that is welcoming to clients.

Hours: Part-time shifts Monday through Thursday 9:00A.M.-6:30 P.M.; Saturdays 7:30 A.M.-12:15 P.M. 15 – 20 hours with at least one Saturday shift per month expected.

Responsible to: Executive Director

I DUTIES AND RESPONSIBILITIES

- Check in clients using the NIFCAP program.
- Direct clients to other services if requested
- Answer the phone when not with a client
- Assist volunteers with various duties when not with a client
- Manage operations and volunteers of the food pantry in executive director's absence
- General cleaning duties, such as vacuuming and mopping
- Ensure trash is emptied at the end of each shift
- Perform any other duties associated with the orderly operation of the Food Pantry and/or assigned by the Executive Director
- Required Saturday shifts

II QUALITY ASSURANCE

- Assure confidentiality of client, staff, and volunteer information

III. REQUIRED PERSONAL QUALIFICATIONS

- High School Diploma
- Work with a diverse clientele in a compassionate and dignified manner
- Excellent verbal and written communication skills
- Ability to speak to volunteer groups about the Urbandale Food Pantry
- Experience working in non-profit setting
- Computer skills in data entry, Microsoft Word, and using the internet and email
- Requires some heavy lifting
- Valid Iowa Driver's License and personal vehicle
- Ability to lift up to 50 pounds
- Foreign language skills in Bosnian or Spanish would be beneficial but not required