



## **Hawaii Foodbank Job Description**

**Job Title: Program Support Assistant**  
**Department: Operations**  
**Reports to: Kupuna Programs Manager**  
**FLSA Status: Non-Exempt**  
**Last Review Date: April 2023**  
**Approved By: President/CEO**

### **POSITION SUMMARY**

Under the supervision of the Kupuna Programs Manager, the Program Support Assistant will actively work to support both the Commodity Supplemental Food Program and the Senior Farmers' Market Nutrition Program. The position will also assist in the administrative support of the Agency Relations Department to support and expand the network of Agency Partners in the community.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

- Maintain agency files, activity logs and manage the agency database as needed to support the Commodity Supplemental Food Program or the Senior Farmer's Market Nutrition Program.
- Conduct regular agency monitoring visits to review program, facilities, and use of Foodbank products.
- Assist in the readiness for all audits of HFB regarding agency files and accounts.
- Professionally respond and resolve in a timely manner all agency inquiries, questions, complaints, or requests for information by telephone, email, visits and/or correspondence.
- Assist in conducting agency orientation sessions.
- Assist, as needed, agency related tasks, including but not limited to: requests for new shopping cards, bulk mailings and follow-up on delinquent accounts.
- Assist the Director of Agency Relations with outreach, education and research including the publishing of agency newsletter, organization of an annual conference and other events, surveying or collecting information from agencies when needed and the administration and compliance of state and federal programs.
- Assists with data entry and providing statistical information for other departments regarding agencies and clients served.

### **OTHER FUNCTIONS**

- As a member of the Impact Team, will be actively engaged with Hawaii Foodbank events, as needed.
- Comply with all federal, state, and company policies, procedures, and regulations.
- With team, present recommendations and assist in implementing quality initiatives.
- Provide support on any other duties as assigned.



## QUALIFICATIONS

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Working evenings, holidays, special events and project work and weekend hours as needed.

## PHYSICAL DEMANDS:

Physical Demands	Not Applicable	Occasional 1-33%	Frequent 34-66%	Constant 67-100%
Pushing:			X	
Pulling:			X	
Lifting:			X	
Ground to waist Height			X	
Waist to Chest Height			X	
Overhead Height			X	
Carrying			X	
Sitting:			X	
Standing:			X	
Walking:			X	
Running:		X		
Stair Climbing:		X		
Bending:		X		
Crawling:		X		
Squatting:		X		
Kneeling		X		
Stooping:		X		
Crouching:		X		
Climbing:		X		
Forward Reaching:		X		
Twisting:		X		
Side Bending:		X		
Overhead Reach:			X	
Grasping:				X
Handling:				X
Finger Dexterity:				X
Vision:				X
Hearing:				X
Eye-Hand-Foot Coordination:				X

## DESCRIPTION OF TASKS

- Most tasks covered in essential duties and responsibilities.



### **COMMUNICATION DEMANDS:**

<b>Communication Demands:</b>	<b>Not Applicable</b>	<b>Occasional 1-33%</b>	<b>Frequent 34-66%</b>	<b>Constant 67-100%</b>
The position requires talking to co-workers:				X
The position requires talking to customers:				X
The position requires written communication to co-workers:				X
The position requires written communication to customers:				X
The position requires talking to outside trade persons/vendors:		X		
The position requires written communication to outside trade persons/vendors:		X		
The position requires talking on the telephone:				X
The position requires supervising others:			X	
The position requires responding to written or verbal requests of co-workers:				X
The position requires responding to written or verbal requests of vendors:		X		
The position requires training/giving verbal instructions:			X	
The positions requires receiving verbal instructions:				X
The position requires receiving written instructions:				X
The position requires writing/composing written language:				X
The position requires reading:				X
The position requires visiting/working at different worksites:			X	



## **DESCRIPTION OF TASKS**

- Most tasks covered in essential duties and responsibilities.

## **EDUCATION and/or EXPERIENCE:**

- 3 years of college and/or 3 years related experience and/or training in human services; or equivalent combination of education and experience.
- Non-profit experience is preferred

## **LANGUAGE SKILLS:**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees of the organization.

## **MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to calculate figures and amounts such as discounts, interest, commissions, percentages. Ability to apply all concepts of bookkeeping and all generally accepted accounting procedures.

## **REASONING ABILITY:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving concrete variables in standardized situations.

## **EQUIPMENT, MACHINES, TOOL, VEHICLES USED:**

- Ability to use a computer workstation including keyboard, mouse, printer, fax, and multi-line phone systems to execute tasks.
- Computer literacy with working knowledge of Microsoft office is required with emphasis on proficiency in Word and Excel.
- Insured vehicle with valid driver's license and clean driving record.

## **PHYSICAL DEMANDS:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Ability to carry and lift at least 40 pounds.

## **WORK ENVIRONMENT:**

- Requires driving for off-site day, evening and weekend meetings and events, as needed or assigned.
- Requires the use of computer, mobile, telephonic equipment, etc.



- The noise level ranges from quiet to moderate to loud at times.

## **ADDITIONAL INFORMATION**

This job description in no way states or implies that these are the only duties to be performed by the employee filling this position. Employee will be required to follow any other job-related instructions and to perform any other job-related duties requested by management. Management has the right to add to, revise, or delete information in this job description.

This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

I have read and understand the essential duties, responsibilities and qualifications for this job and am able and willing to perform them accordingly.

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Signature

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Date

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Print Name