

Position Description: Program Support Specialist (part-time)

Summary:

The Program Support Specialist directs and manages all activities during the Wednesday/Thursday evening and Saturday food distributions at the Naperville Food Market. This includes the assessment of initial needs of clients, volunteers, donors and community visitors and ensuring they are routed appropriately.

Duties and Responsibilities:

- Develop a thorough understanding of all Loaves & Fishes offerings, policies and procedures
- Acquire a proficiency of agency information systems
- Manage the flow of clients for daily program appointments
- Responsible for the training and supervision of volunteers
- Support the front desk responsibilities
- Help the agency maintain security by following opening, closing and emergency procedures
- Provide administration support for food and program offerings
- Ability to fill in coverage gaps by volunteers and/or staff
- Manage the overall client and volunteer experience, including de-escalating challenging situations and addressing concerns with empathy, professionalism, and a focus on a positive outcome.

Job Requirements:

- Must commit to work evenings (Wednesday/Thursday) and Saturday
- Excellent verbal communication skills and bilingual (English/Spanish) preferred
- High School diploma or GED
- Excellent organizational skills
- Computer and Microsoft Office skills
- Ability to multi-task
- Well-groomed appearance and positive attitude
- Ability to lift and carry 20 lbs.
- IN PERSON, NOT REMOTE / no work from home opportunity

Pay - From \$18, based on experience



Schedule:

- Wednesday and Thursday 3:00 – 8:00 pm
- Saturday 7:30 am – 3:00 pm
- As needed, per availability

Please submit resume and cover letter to azediker@loaves-fishes.org

Loaves & Fishes Community Services is committed to creating a diverse environment and is proud to be an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected veteran status, age, or any other characteristic protected by law. Qualified applicants protected by law are encouraged to apply.

