



JOB TITLE: Programs Support Associate

JOB TYPE: Part-Time

PAY RANGE: \$13-\$16

REPORTS TO: Warehouse Lead

BENEFITS: Paid time off - Sick leave - Paid holidays

PROGRAMS SUPPORT ASSOCIATE

JOB DESCRIPTION

The Programs Support Associate reports to the Programs & Culture Manager, works closely with the Operations Manager and Volunteer Manager, and is part of the Operations and Programs team. Programs Support Representatives work in the field, traveling to LIFT-UP's various programs, such as drive-thru's, pantries, and mobile pantries, to support volunteer site coordinators. The successful candidate will demonstrate excellent organization, communication, and time management skills to ensure the smooth and consistent execution of the volunteer program.

Responsibilities:

- Day-to-day management of our programs, including fixed pantries, drive-thru pantries, and mobile pantries.
- Timely recording and reporting of all program documentation.
- Support volunteer engagement and management activities at our sites.
- Ensures safe and effective distribution of all donated and purchased food items.
- Recruiting volunteers to meet the organization's needs across the service region.
- On-site support, coaching, and management of volunteer on-site coordinators to maximize their impact and ensure a meaningful experience.
- Ensures all volunteers practice all required health and safety standards.
- Provides oversight and direction of volunteers to ensure compliance with site-specific standard operating procedures.
- Works collegially with LIFT-UP staff, volunteers, guests, and partners.
- Ability to supervise, manage and lead aligned with the organization's values.
- Other duties as assigned.

Qualifications:

- Have a shared commitment and passion for fulfilling the mission of LIFT-UP.
- Knowledge of and commitment to diversity, equity, and inclusion.
- Demonstrate a clear understanding of the LIFT-UP programs process and procedures to ensure safe, efficient, and effective execution of standard operating procedures.
- Time-management skills to efficiently handle their designated programs region.
- Bring a strong customer service orientation and unparalleled commitment to excellence with volunteers, clients, and community partners.
- Competence in electronic data entry, mathematical calculations, and information management, as well as the ability to analyze data for cost containment, program monitoring, and improvement.
- Be comfortable working in a small but mighty organization.
- Valid Colorado State Driver's license and ability to be insured.

- Bi-lingual a plus

Working Conditions:

- Must wear appropriate clothing to meet the public. Business casual for the office is preferred. Casual attire for fieldwork.
- Subject to multiple daily demands.

Physical Demands:

- May be required to do heavy lifting- 50 pounds or greater
- May be required to spend multiple hours driving
- May be required to sit for extensive periods- 2 or more hours/day

Notes:

Nothing in this job description restricts LIFT-UP's right to assign, reassign or eliminate duties and responsibilities at any time or to change features due to reasonable readjustment of the job or for other reasons deemed appropriate by LIFT-UP. In accordance with Colorado law, your employment is at will.