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| **Job Title:** | **Meal Transporter / Office Assistant - Temporary (6 – 12 months)** |
| Department: | **Senior Nutrition**  |
| Reports to: | **Senior Nutrition Manager** |
| Grade: | **SNP 10** |
| Supervises: | **N/A** |
| FLSA Status: | **Non-Exempt**  |
| Prepared by: | **Lisa Robitshek** |
| Date: | **February 11, 2021** |
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| **Purpose:** To provide Meal Transportation and Office Assistance for Senior Nutrition department. *Schedule is Fridays, 7:30am – 4:30pm, on a temporary basis (6-12 months).* |
| **Essential Functions:*****Meal Transport:**** Serve as back-up driver when drivers are unavailable.
* Deliver home-delivered meals, provide caring visits, and safety checks and/or congregate meals, with positive client interaction, treating clients with respect, listening to them, and being empathetic to their needs.

***Client Service Office Assistance:**** Respond to phone calls for home-delivered meal clients regarding referrals/intakes, changes, client/driver situations and emergencies. Complete all necessary follow-up, including completion of information in client database and referrals for other services.
* Generate meals and prepare daily route sheets. Backup for weekly frozen tags, labels and reports for Traverse City kitchen.
* Promote positive communication and relationships with other community organizations as needed.

**Perform other duties as required and assigned by manager to be of assistance to department.** |
| **Position Objectives:***Provide Meal Transportation and Office Assistance for Senior Nutrition Department:* * Help ensure that nutritious meals, caring visits, and safety checks are provided to home-delivered and congregate clients in a safe and timely manner with positive client interaction.
* Help ensure clients are served in a timely manner.
* Help ensure compliance with requirements and standards.
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| **Measured by:*** Annual evaluation and
* Client, staff, volunteer, and co-worker feedback
* Compliance with requirements and standards
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| **Minimum Education:*** High school education or equivalent.
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| **Minimum Experience:*** Working with the public, in related field, or with the senior population preferred.
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| **Essential Abilities:*** A commitment to the Meals on Wheels and NMCAA philosophy and mission.
* Ability to maintain confidentiality.
* Ability to interact positively with clients, families, co-workers, volunteers, and referral sources/community organizations in a non-judgmental, tactful and courteous manner.
* Ability to suggest innovative approaches in completing job responsibilities in a positive, constructive approach.
* Ability to work openly and cooperatively as a team member.
* Willingness and ability to commit the time required.
* Ability to perform physical tasks to carry out specific job duties.
* Valid driver’s license, car insurance, and dependable transportation. Background check required.
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| **Minimum Skills Required:*** Strong computer skills, i.e. ability to work with client database.
* Strong organizational and problem-solving skills. Flexible and resourceful. Attention to detail.
* Positive interpersonal and written and verbal communication skills with clients, families, staff, and volunteers. Effective conflict management skills.
* Demonstrates empathetic client focus and concern for the well-being of recipients, while maintaining constructive boundaries. Would enjoy helping seniors and their families.
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| **Minimum Physical Expectations:*** Physical activity that requires keyboarding, sitting, phone work, filing, and extensive time working on the computer.
* Physical activity that often requires standing, bending, stooping, reaching, and/or twisting to pack meals in vehicle and deliver them to clients.
* Physical activity that sometimes requires travel by car.
* Physical activity that sometimes requires lifting over 25 lbs. but not more than 50 lbs.
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| **Minimum Environmental Expectations:**The Meal Transporter/Office Assistant operates in an office setting. This position routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines. The employee is also in a vehicle which exposes them to traffic dangers.  |