PROGRAM ASSISTANT

Reports to: Operations Director
Status: Full-Time, Hourly
Pay Rate: $24.30 - $27.00 per hour DOE
Schedule: Monday - Friday, 8:45 am - 5:15 pm
Location: Vineyard Resource Center, 450 N. Livermore Avenue, Livermore
Benefits: Paid Time Off, Sick Time, Medical Benefits

Mission Statement: Open Heart Kitchen provides equitable access to nutritious food today while building a food-secure tomorrow. Learn more at: www.openheartkitchen.org

Definition:

The Program Assistant will support the Program Coordinator, Operations Director, staff, and volunteers. This full-time, hourly position may require occasional weekend and evening assignments.

Job Duties:

- **Front Desk and Guest Assistance:** Serve as greeter, welcome guests, manage meal check-in, and direct guests.
- **Client Intake:** Assist with client intake, issue scan cards, and accurately enter information into appropriate databases while maintaining confidentiality.
- **Paperwork Management:** Manage paperwork, including copies, scanning, filing, and secure recordkeeping.
- **Community Closet Oversight:** Oversee inventory, organize donations, maintain cleanliness, and manage opening/closing for guests.
- **Communication Materials:** Create, distribute, and maintain flyers, including those from partner agencies.
- **Bulletin Board Maintenance:** Keep Open Heart Kitchen bulletin boards updated and organized.
- **Data Entry:** Perform data entry tasks securely, accurately, and efficiently.

- **Event Support:** Assist with setup and breakdown of Vineyard Resource Center and Open Heart Kitchen events.
- **Scheduling and Reservations:** Support the Program Coordinator with scheduling and room reservations for partner agencies.
- **Customer Service:** Handle inbound/outbound calls, answer questions, and provide basic troubleshooting assistance.
- **Issue Resolution:** Serve as the first point of contact for guest concerns, complaints, and emerging conflicts. Address routine concerns and use appropriate de-escalation techniques in low-risk situations. Recognize signs of escalating behavior, potential safety threats, or situations beyond the scope of the position, and promptly refer these matters to the Program Coordinator or, when appropriate, the Operations Director. Maintain awareness of developing situations, take reasonable steps to support guest and staff safety, and avoid direct intervention in situations that require supervisory assistance.
- **Safety & Compliance:** Follow universal precautions and safety protocols, including mandated reporting requirements and sharps log documentation.
- **Special Projects:** Assist staff with other Open Heart Kitchen projects as requested.
- **Mail Sorting:** Ensure mail/packages are sorted and directed to the appropriate parties in a timely manner.
- **Additional Duties:** Perform other reasonable duties as required.

QUALIFICATIONS

Education and Experience

- High School Diploma or Equivalent required.
- At least two years of experience in customer service, reception, community services, or a related role.
- Basic familiarity with or experience serving individuals experiencing homelessness, mental health challenges, substance use disorders, or other barriers to stability preferred, but not required.
- Training in de-escalation or trauma-informed care preferred.

Communication and Interpersonal Skills

- Bilingual English and Spanish skills are highly desirable.
- Strong written and verbal communication skills.
- Ability to build relationships with diverse groups, including youth, seniors, unhoused individuals, and families.

- Demonstrated cultural humility and sensitivity when engaging with people from varied backgrounds.

Organizational and Professional Skills

- Strong organizational and multitasking abilities.
- Creative problem-solver who can adapt quickly to changing priorities.
- Ability to work collaboratively with staff, volunteers, and community partners.

Technical Skills

- Proficiency in Microsoft Office (especially Excel)
- Experience with Google Suite (Gmail, Drive, Sheets, and Docs) preferred.
- Adobe Acrobat proficiency required.

Physical and Work Environment Requirements:

- Negative TB Test: Proof required, re-test every four years.
- Ability to work occasional weekends and evenings.
- Ability to lift up to 50 pounds.
- Maintain confidentiality and demonstrate professional ethics and diplomacy at all times.
- Strong commitment to Open Heart Kitchen's mission and core values, including racial equity and social justice.
- Comfortable working in a high-traffic, public-facing environment with occasional exposure to individuals in crisis.

Application Submission: To be considered, please submit a cover letter and resume.

Equal Employment Opportunity: Open Heart Kitchen is an equal opportunity employer. All qualified applicants will receive consideration without regard to race, color, ancestry, national origin, religion or creed, age (40 or older), physical or mental disability, medical condition, genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding, and related conditions), sexual orientation, gender identity or expression, reproductive health decision-making, military or veteran status, or any other characteristic protected by applicable law.

Reasonable Accommodation: If you need a reasonable accommodation to apply or participate in any part of the hiring process, please call 925-580-1616. Leave your name, preferred contact method, and the position you're applying for so we can follow up. Please don't include medical information in your message.