

CAREER OPPORTUNITY



Title: Pantry Guest Associate – Dayton

Hours: Part Time, 8-12 per hours/week, morning hours

Brief Description:

This position is a key advocate for providing a first level welcoming experience for our food pantry clients. The Pantry Guest Associate will communicate any client complaints or feedback back to the Pantry Coordinator. This position will also provide oversight with delivery and unloading of food items. This position reports directly to the Pantry Coordinator.

ESSENTIAL FUNCTIONS OF THE POSITION

- The Guest Associate will be responsible for welcoming clients to the pantry to receive services.
- Assist in monitoring the delivery and unloading of food items per the USDA Food Safety Plan.
- Assist with managing the flow of clients through the intake process and service delivery.
- Assist clients by providing basic information regarding service delivery.
- Handle customer complaints and feedback and make the pantry coordinator or program manager aware of the issue if it is not easily remedied during the brief interaction.
- Assist with clean up and resetting of the pantry lobby after each shift.

Minimum Requirements:

- High school graduate (or GED); some college preferred
- Ability to interact and work with a diverse population in a professional manner; ability to treat all clients with dignity and respect; experience dealing with the public
- Possess positive negotiation and assertiveness skills
- Commitment to Catholic Social Services of the Miami Valley's mission and goals
- Ability to maintain professional ethics and confidentiality
- Excellent communication skills and genuine interest to help others
- Must be able to occasionally to frequently lift and/or move 10 to 25 pounds
- The employee is frequently required to reach with hands and arms, stand and walk for up to 3 hours

*Interested candidates should send a resume with salary requirement to:
Human Resources, Catholic Social Services of the Miami Valley
922 W. Riverview Avenue, Dayton OH 45402
or e-mail to jobs@cssmv.org, or fax to (937) 222-6750.*