



POSITION: Service Assistant
REPORTS TO: Senior Service Manager
CLASSIFICATION: Hourly
REVISION DATE: June 2021

POSITION SUMMARY

Under the supervision of the Senior Service Manager, the Service Assistant is the front-office welcoming "face", providing foster families with an exceptional experience during their service appointment.

The Service Assistant is also an integral part of the program data collection and reporting for the organization. The Service Assistant will always have an open line of communication with the Senior Service Manager.

ESSENTIAL FUNCTIONS (80% time)

- Welcome families upon arrival and assist with completion of required documentation.
- Provide compassion and empathy - be a good listener, provide a shoulder to cry on if necessary. Make the client's experience THE BEST PART of their day.
- Provide information on additional community resources available to families.
- Professionally answer telephones and assist clients with scheduling procedures.
- Monitor the Dreamcatcher email box responding to all client communication on a timely basis.
- Service clients with Birthday Dreams and Licensing Safety Items.
- Track client documents and requests in software database keeping security and privacy in mind.
- Assist the Senior Service Manager when needed with providing client materials available in the warehouse, assembling requested materials, and pick up of items.
- Maintain play areas and lobby in clean and orderly condition.
- Stock snack cabinet located in lobby.
- In addition to supporting service team with data entry, assist Director of Administration, Director of Programs, and Senior Service Manager with data entry projects. (20% time)

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Other duties may be assigned, as necessary. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job.

KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent communication and customer service skills
- Good organizational and multitasking skills
- Strong data entry and attention to detail
- Strong initiative and a motivation
- Proficient in MS Office, Google Drive, and comfortable with technology
- Basic Funder, Volgistics, Verified First, Bookly, and SAP knowledge a plus
- Ability to establish and maintain effective working relationships with a range of people from employees to volunteers to clients



- High school diploma/GED required
- Proficiency in Spanish preferred

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. This position requires sitting and standing for extended periods of time. Frequently requires squatting, reaching, and bending. Physical ability to regularly lift materials weighing up to 20 pounds. Requires ability to receive information through oral communication both in-person and on telephone. Manual dexterity needed for using computer keyboard. Must have adequate vision to operate computer and complete paperwork.

WORK ENVIRONMENT

This job regularly operates in a professional office environment and frequently in a warehouse environment near outside weather conditions. The role routinely uses standard office equipment such as assigned workstation, computer, phone, copier, and file cabinet.

CONCLUSION

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by the job holder. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position. The Company reserves the right to change, amend, add, delete, and otherwise assign all duties, responsibilities, and position titles as it deems necessary to meet the needs of the business.

COMPENSATION & BENEFITS

Position offered at \$15.50-\$17.50 per hour, full time. Employer paid health insurance (\$50 employee contribution per month) and voluntary participation in 403(b)retirement program (employer match offered). Ten (10) vacation days are offered per year. Employer paid gym membership. National holidays are observed as days off. Must be willing to work flexible hours and days, a minimum of 40 hours a week, and evening and weekend hours as needed. Flexibility is necessary in this position.

HOW TO APPLY:

Applications accepted until the position is filled. Please send cover letter and resume to: rbender@azhelpinghands.org. No phone calls please, only applicants selected for interviews will be contacted.

Our Agency is an equal opportunity employer and values a diverse workforce and an inclusive culture.