



POSITION DESCRIPTION

POSITION: Service Associate
REPORTS TO: Family & Programs Ambassador
CLASSIFICATION: Non-Exempt
REVISION DATE: Sept., 2022

POSITION DESCRIPTION

Under the supervision of the Family & Programs Ambassador, the Service Associate is often the first welcoming presence a client experiences in-person or on the phone. The Service Associate is tasked with providing foster families and caseworkers an exceptional experience during their visit with Arizona Helping Hands (AHH).

ESSENTIAL FUNCTIONS

Service Functions are focused on assisting families and case managers as outlined below:

- Welcome with compassion, empathy, and hospitality and comply with check-in procedures.
- Review service appointment needs and assist family and/or case manager with assembling requested materials and/or providing a “personalized shopper” experience in the warehouse.
- Assemble and gather requested Licensing Safety items and/or Birthday Dreams bags.
- Provide additional community resources as needed or requested.
- Data entry functions to track inventory outflow in SAP software
- Uphold and manage all family and case manager information with utmost privacy and security as outlined in AHH policies and procedures.

General Office support is provided by the Service Team. Several key functions include:

- Provide positive customer service with AHH’s phone, walk-in clients, and vendors responding to questions and directing to appropriate staff.
- Facilitate the opportunity for volunteers to serve clients in innovative and creative ways.
- Monitor the DreamCatcher inbox and respond to client communications, or direct to appropriate staff, in a timely manner.
- Maintain the play areas and front lobby, keeping them clean, welcoming, and stocked with snacks.
- Support AHH’s front desk operational functions such as incoming and outgoing mail distribution.

Other duties as needed or assigned.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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 initiative and self-motivation.
- Proficient in MS Office and comfortable with technology.
- Ability to establish and maintain effective working relationships with a range of people from staff to volunteers to clients.

EDUCATION AND EXPERIENCE

- Associates degree required, college degree preferred and/or 5 years client facing case management experience.
- A minimum of two years direct service experience in a non-profit environment or equivalent 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.

COMPENSATION & BENEFITS

This position is eligible for medical, dental, and vision benefits, as well as 403b matching. An hourly range of \$20 - \$25/hour has been set for this client facing position. Must be willing to work flexible hours and days, and evening and weekend hours as needed. Flexibility is necessary in this position.

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 any and all duties, responsibilities, and position titles as it deems necessary to meet the needs of the business.

HOW TO APPLY:

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

Arizona Helping Hands is an equal opportunity employer and values a diverse workforce and an inclusive culture.