

DIETERT CENTER JOB DESCRIPTION

POSITION: MOW ASSISTANT

REPORTS TO: MOW Coordinator

DIRECT REPORTS: None

APPROVED DATE: March 1, 2018

JOB SUMMARY:

This position is responsible for answering the department phone and providing general departmental information, taking referrals, taking reservations for daily Home Delivered Meals (HDM) program and coordinates the daily meal count with the kitchen. Takes direction from the MOW Coordinator.

JOB SCOPE: Nonexempt, 32 to 40 hours/week.

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Utilizes professional telephone skills; and deals with all clients, volunteers and center visitors with courtesy and respect. Maintains a positive attitude and professional manner in all contact situations and acts as a team member.
2. Performs essential Coordinator functions during absence of Meals on Wheels Coordinator.
3. Maintains Nutrition Department client records and paperwork. Copies all client Intake forms and associated paperwork.
4. Input all client and volunteer information, client intake assessment, reassessment information and NAPIs data.
5. Follows written as well as verbal instruction.
6. Develops new forms as needed.
7. Ensures all files are complete and up to date.
8. Assists other department staff as required.
9. Maintains confidentiality in all matters pertaining to clients, staff, and any other information this position may be privy to.
10. Attendance is an essential function.

QUALIFICATIONS:

High School graduate or equivalent and must be able to accurately type 20wpm. Must demonstrate competency in basic bookkeeping, computer skills, and data entry including; the use of Microsoft Word, Excel and Publisher including development of new forms, maintenance of digital data and retrieval. Be able to learn data input programs such as ServTracker and email programs. Use all office equipment including copy machine, fax, printer, ten-key adding machine and new technology when introduced into the office environment. Must have pleasant phone manners and be compassionate and considerate of elderly people. Bilingual is a plus.

PREFERRED QUALIFICATIONS: Experience in customer service and public relations.

2/1/2018

PHYSICAL DEMANDS / WORKING CONDITIONS:

Possess ability and health to perform job while sitting or standing. Must possess reliable personal transportation.

1. Be able to manage all procedures associated with Meals on Wheels delivery of meals to clients.

2. Work with volunteers:
 - a. Get to know drivers and others as necessary
 - b. Assist volunteers when needed

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

-end-