



FLATHEAD COUNTY, MONTANA

Position Vacancy Announcement

POSITION: Nutrition Program Assistant DATE OPENED: 03/11/2020

DEPARTMENT: AGENCY ON AGING CLOSING DATE: 03/27/2020

If you have any questions about this position vacancy, call: (406) 758 - 2482

NUMBER OF POSITIONS OPEN: 1

BARGAINING UNIT: Non Union

FULL TIME

REGULAR
(YEAR ROUND POSITION)

IF APPLICABLE:

TRAINING WAGE: \$ _____ per

PART TIME

SEASONAL

STARTING WAGE: \$ 15.03 per Hour

SALARY AT:

1 YEAR STEP: \$ 15.63 per Hour

2 YEAR STEP: \$ 16.25 per Hour

3 YEAR STEP: \$ 16.58 per Hour

TEMPORARY

VISIT https://flathead.mt.gov/human_resources/downloads.php FOR BENEFIT INFORMATION.

SEE ATTACHED JOB DESCRIPTION. Additional information:

Please see attached job description for full details.

APPLY FOR THIS POSITION AT FLATHEAD COUNTY'S WEBSITE:

https://flathead.mt.gov/human_resources/apply/

ALL COMPLETED APPLICATIONS MUST BE SUBMITTED ELECTRONICALLY THROUGH FLATHEAD COUNTY'S WEBSITE BY 5:00 PM ON THE CLOSING DATE. Paper, faxed or email applications will not be accepted.

Flathead County's pre-employment process includes reference checks and criminal history checks. A record of criminal conviction will not necessarily bar you from employment. Depending on the position, the pre-employment process may also include skill testing and drug/alcohol testing.

FLATHEAD COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

Flathead County is an equal opportunity employer. Flathead County shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

This job description is intended to reflect core areas of responsibility and an incumbent employees' knowledge and skill set needed to complete those functions. This document is not intended to catalog each individual duty; employees are routinely called upon to address emerging employer requirements in alignment with individual work units and assignments of jobs. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer change.

Job Title:	Program Assistant	Job Code:	0 4 1 1 0
Department:	AOA-Nutrition Nutrition	Pay Grade:	Std 17
Reports to:	Program Manager	FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt

Department Overview: The Area IX Agency on Aging (AOA) assist adults age 60 or older and people who have disabilities to lead independent, meaningful and dignified lives, by providing direct services, contracting for services, and networking with the community to locate services. The Nutrition Program provides older adults with one hot nutritious meal five days a week, served at multiple social dining sites in the county or delivered to clients' homes (Meals on Wheels).

Job Summary: This position is responsible for performing a variety of administrative duties relating to the provision of food services to clients of the AOA nutrition program. Duties include but are not limited to volunteer recruitment and coordination; Meals On Wheels (MOW) delivery route and volunteer coordination; dining hall client greeting and check-in processes; entry and maintenance of client and meal information in multiple data and record keeping systems and reports. The Program Assistant has extensive contact with meal guests, volunteers and other older adults and is expected to be respectful and courteous.

Work is performed under the general supervision of the Nutrition Program Manager. The Assistant will also work closely with the Head Chef and will interact with the AOA Assistant Director regarding specific data management and financial duties.

Essential Functions (Major Duties or Responsibilities): *These duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.*

- Respond to phone calls from volunteers related to the Meals-on-Wheels program as well as calls from other nutrition sites
- Greet/assist visitors during the social dining hours; collect donations, manage punch cards and enter client & meal information into the AOA database
- Recruit, train, coordinate and provide oversight to Meals on Wheels drivers and other nutrition volunteers under the supervision of the Nutrition Manager
- Arrange delivery routes and volunteer drivers to ensure proper and timely meal delivery
- Follow up on "no response" home delivery attempts, and handle emergencies that may arise
- Accurately enter and maintain client data in electronic systems and prepare records (e.g. daily meal counts), reports, route sheets and prep sheets as needed to support the Nutrition program operations and internal and external reporting requirements
- Print and distribute Congregate Registration Cards, Site Records and Menus
- Administer tasks associated with vehicle insurance coverage for MOW drivers

- Liaise with Senior/Community Center staff regarding administrative and logistical issues for meals services; actively participate in quarterly Nutrition Site Manager meetings
- Support the Program Manager by completing logistical and administrative tasks associated with special events
- Communicate regularly with AOA Nutrition staff and volunteers to ensure high quality service delivery
- Provide information on nutrition and other AOA services to clients, guests and the public
- Clean work areas to maintain sanitary and healthful conditions
- Maintain confidentiality of client information
- Perform other duties as assigned

Physical Demands and Working Conditions:

- Work is performed in a busy dining hall and kitchen environment, with some work performed in a group office environment.
- The noise level of the dining hall can be high depending on the number of clients in the hall, and in the kitchen high noise is due to the running of commercial vent fans and equipment
- There is frequent contact with the general public and volunteers
- This position is frequently required to walk, climb, balance, stoop, kneel, crouch or crawl and reach with hands and arms, and stand for limited periods of time
- Must be able to lift and/or move up to 15 pounds
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception

Supervision Exercised: This position does not generally have supervisory duties but does contribute to the recruitment, training coordination and oversight of volunteers under the supervision of the Nutrition Manager.

Knowledge, Skills, and Abilities:

- Multi-tasking in a fast-paced environment while maintaining accuracy and attention to detail
- Ability to organize and effectively prioritize work to improve efficiency and meet deadlines
- Proficiently use multi-line phone systems, computers, Microsoft Office including Excel, AOA/County/State specific software (e.g. AOA Database and Capstone) and typical office machines (fax, copier, printers, etc.)
- Develop and implement strategies to improve efficiency and accuracy of service and administrative requirements.
- Exercise independent judgment and informed decision-making in completing daily tasks.
- Learn and follow food safety rules and regulations
- Understand and adhere to established policies and procedures.
- Practice, understand and follow clear verbal and written communication and instructions
- Establish and maintain effective communication and working relationships with supervisor, co-workers, meal recipients, volunteers and the general public
- Communicate regularly and coordinate daily tasks with other staff as well as volunteers
- Interact with clients, visitors and the public in a courteous and friendly manner
- Practice safe and sanitary work habits

Education and Experience:

Two years' experience general administrative support in a customer service environment or any equivalent combination of experience and training which indicate possession of the knowledge, skills, and abilities listed.

Action	Date	Reference
Adopted	7/1/1988	Commissioners' Minutes
Revised	7/1/2014	HR Salary Recommendation Transmittal Signed 5/28/2014
Revised	3/2/2020	Commissioners' Minutes

I have received, reviewed and understand the position description above. I further understand that I am responsible for the satisfactory execution of the essential functions described therein under conditions as described.

Employee Signature

Date

Printed Name

