

# JOB DESCRIPTION

<b>Job Title:</b>	Intake Express	<b>Status: (E/NE)</b>	NE
<b>Department/Program:</b>	Career Services	<b>Reports to:</b>	Career Services Manager
<b>Location:</b>	Northwest	<b>Travel Required:</b>	Yes
<b>Grade:</b>		<b>Position Type:</b>	Volunteer
<b>Management: (Yes/No)</b>	No	<b>HR Contact:</b>	Pamela Johnson

**Job Purpose:** Make sure clients are served quickly and safely. Maintain appropriate communication with the front desk, lot attendants, and warehouse staff.

### Essential Duties:

- Greet clients with respect and courtesy.
- Monitor site traffic to ensure that sufficient time is allowed for each signed-in client to receive assistance.
- Maintain appropriate communication with the front desk, lot attendants, and warehouse staff.
- Ensuring the efficient flow of orders from the front desk to the warehouse.
- Ensuring orders are being are packed correctly before handing off to customers.
- Assisting in the final preparation of orders.
- Answer general questions and inquiries regarding the food pantry.
- Loading orders into vehicles/handing off to customers.
- Other duties as assigned.

### Skills/qualifications:

- Ability to relate well to people of various ages and from diverse ethnic and cultural backgrounds
- Ability to constantly walk, reach, lift and bend.
- Demonstrate the ability to effectively present information and respond to questions from managers, clients, customers, and the general public. Strong written and oral communication skills are required.

### Experience/Education/Training/Certifications:

- High school diploma or equivalent and two years of related experience including interviewing for the purpose of gathering and verifying pertinent information for the completion of forms.
- Have experience entering and retrieving information from computer terminals.

### 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 this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The phrases “occasionally,” “regularly,” and “frequently” correspond to the following definitions: “Occasionally” means up to 1/3 of working time, “regularly” means between 1/3 and 2/3 of working time, and “frequently” means 2/3 and more working time.
- While performing the duties and responsibilities of this position, the employee is occasionally required to stand and walk. The incumbent will regularly sit, and will frequently talk and listen and use hands to handle or touch. Specific vision requirements for this position include close vision and the ability to adjust focus. During the performance of his/her duties, the incumbent will regularly lift up to 10 pounds and occasionally up to 25 pounds.

### Work Environment:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Exposure to varying weather conditions while conducting outdoor activities.

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**Disclaimer:**

The above statements are intended to describe the general nature and level of work being performed by staff assigned to this position. They are not be construed as an exhaustive list of all responsibilities, duties, and skills required. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Reviewed By:	Miko Gill, HR Supervisor	Date:	
Approved By:	Miko Gill, HR Supervisor	Date:	
Last Updated By:	Shyrida Lane, Career Services Manager	Date/Time:	12.18.2020
HRIS Title:			

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_