

Job Title:	Human Services Assistant		
Location:	620 E 21 st Street, Anderson, IN	Travel Required:	none
Level/Salary Range:	\$13 hourly	Position Type:	Part-Time employment (15-20 hours/week)
Work Schedule:	Mon, Tu, Th 9:00 a.m.-3:30 p.m. (1-1.5 hour breaks). Occasional seasonal variations of schedule	Date available:	Immediately
Direct Supervisor:	Human Services Coordinator	Posting Expires:	When filled
How to Apply:			
Contact Andrea Baker, Executive Director for details at 765-644-2121 or by e-mail at abaker@operationloveministries.org			
Job Description			
Role and Responsibilities Operation Love Ministries seeks an organized, self-motivated, and joyful individual with: • Previous office management experience with computer literacy including proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Publisher). • Excellent communication, interpersonal, and customer service skills. • Strong organizational, problem-solving skills, ability to multitask and prioritize tasks effectively. • A desire to show genuine care to Madison County community members in need and contribute to a positive and productive work environment. • Reliable transportation Under supervision from the Executive Director and Human Services Coordinator the Human Services Assistant will deliver the following: • Assist in coordinating new volunteers and volunteer groups • Coordinate day to day operations of the Office and Reception Area and ensure a smooth, organized work environment. • Phone coverage & customer service for neighbors in need, church leaders and members, volunteers, community partners and donors. Answer inquiries by phone and email regarding OLM programs, referrals, and partnerships. • Provide financial wellness program intakes, communications to participants, and assist in coordination of group meetings and logistics • Regularly update (both digitally and in printed copy form) resource flyers as needed for referrals, general information and pantry distribution as well as Online and printed church and partner program listing management • Update policies and procedures/training documents for office in "master copies binder" as needed • Compile and e-mail weekly prayer requests from the Wednesday pantry • Schedule visiting partners for on-site presence during weekly Wednesday pantry and once monthly Thursday bonus pantry • Provide occasional backup for pantry staff in the case of scheduled or unplanned absence on Wednesdays or for material goods pantry intakes M, T, Th to help receive and process donations, enter pantry orders, reports, data entry (or managing volunteers doing data entry) for recording visits/distribution as needed			

Seasonally, to include tasks such as:

- Help Seasonal Programs and Office Coordinator with collection sites for school supplies or Christmas collections/sponsorship
- Assist with registration process, questions, and public inquiry regarding back to school and Christmas Programs (Jun-July and Oct-Dec)
- Assist with processing/unloading incoming donations, inventory counts, volunteer groups, ordering, and set-up/tear-down for Back to School and Christmas Wishes programs
- Help staff Christmas distribution 2nd & 3rd week of December (plan on more hours during this time period that will offset closures the last week of December through the first week of January)
- Assist as needed for annual Dessert Benefit event in October
- Assist with Annual April/November Alliance meeting invitations, calls, and RSVP count

Qualifications and Education Requirements

High School Diploma or GED required, college degree a plus. Candidates must have at least 1 year of customer service experience, or an equivalent combination of years of postsecondary education and customer service or other related experience to qualify for this position. Human Services, Social Services, Ministry, or other related education and training are beneficial, but not required.

Preferred Skills

The ideal candidate for this position will be a team-player and lead by example, willing to do whatever is necessary for daily operations while also working well with people from diverse backgrounds and cultures. Candidates must have the ability to problem-solve, maintain the integrity of programs through equal and fair treatment of all who receive services and enforcement of pantry and volunteer guidelines. Candidates must be computer literate with the ability to use Google Suite, word processing, and both Excel and online tracking databases. Must be able to occasionally lift donations and distributed items of up to 25 pounds. Reliable transportation required.

Background & Work Environment

Operation Love Ministries (OLM) provides help for today & hope for tomorrow as the hands and feet of Christ in Madison County. OLM is a faith-based organization governed by board members from Alliance Churches in Madison County, providing assistance to those in need through material goods pantries, human services programs, and annual giveaway programs. Clients are not required to participate in any religious activities to receive OLM services or to receive employment at OLM.

OLM offers a generous policy of 2 weeks off at Christmas, 9 paid holidays (for scheduled days), and 2 weeks (pro-rated for part time positions) PTO earned per year with an additional PTO day earned for each year of service. With a small team that feels like family, staff members are all cross-trained on various positions to ensure flexibility and teamwork amongst all programs.

OLM is located in a three-story building with stairs at all entrances. This position will perform light physical activity and repetitive motions such as filing, copying, typing, and considerable periods of time sitting at a computer workstation. This position may at times perform physical activities that require considerable use of arms and legs and moving of one's whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials. Applicants must be able to occasionally lift 25 pounds.