



Position Title:	Daily Operations Support Staff
Salary	Grade P28, starts at \$19.50/hr
FLSA Status	Non-exempt
Job Status	Temporary, Part-time (20 hours/week)
Program Site	Women's Hearth
Reports To	Women's Hearth Assistant Program Director
Job Summary	In keeping with Transitions' mission and core values, work alongside Women's Hearth staff to ensure the mission and value-driven operation of the Women's Hearth.
Essential Job Duties	Facility & Environment Maintenance • Help maintain the cleanliness and organization of the main activity areas and group rooms. • Load and empty dish sanitizer and keep kitchen clean and organized. • Keep storeroom, hygiene closet, and pantry stocked and organized. Program & Activity Support • Assist with serving occasional snacks and meals. • Assist with large group activities as needed. • Assist those conducting various outreach services: a. Sign up women for showers and provide necessary supplies. b. Open the hygiene closet at assigned times and distribute supplies. c. Assist women in accessing emergency clothing, blankets, etc. from the storeroom. Donation Management • Assist those attending to donations: a. Receive and document donations and donor information. b. Sort and put away donations. c. Engage in donor thank-you procedures. Front Desk & Administrative Support • Assist staff at the front desk as needed: a. Answer phones. b. Warmly greet program participants, donors, volunteers, and visitors. • Other duties as assigned. Within the context of the stated primary job duties, and consistent with Transitions fundraising and marketing efforts, serve as ambassador and positive representative of Transitions mission, values and programmatic efforts.
Key Accountabilities	✓ Arrive on time and ready to work assigned schedule. ✓ Interact with co-workers, other professionals, and all interested parties in a professional manner. ✓ Take direction, interact, and maintain open communication with supervisor. ✓ Coordinate and cooperate with supervisors and co-workers. ✓ Comply with company policies and procedures.

	✓ Ability to work in a collaborative team environment with multiple demands.
Job Competencies	Integrity and Trust: Is someone that is truthful and honest. Is willing to admit mistakes and does not misrepresent self for personal gain. Shows up for work shifts on time and consistently. Decision Making: Makes well-informed, effective, and timely decisions, even when data are limited, or solutions produce unpleasant consequences; perceives the impact and implications of decisions. Planning: Determines the length and difficulty of tasks and projects. Breaks down work into process steps. Develops schedules and anticipates problems or roadblocks. Organization: Can arrange resources and information in a useful manner to get things done and accomplish goals.
Minimum Education, Experience and Training	Education Required: • High School Diploma and some college in areas of study such as Social Work, Human Services or related field. Significant experience with direct service in comparable human services organization may be substituted for post-high school education. Experience Preferred: • Providing information and referral to community services. • Reception and customer service. • Inventory organization. Competencies and Skills Preferred: • Ability to work with and communicate with diverse populations including individuals in crisis. • Ability to prioritize workload and problem-solve. • Familiarity with Trauma Informed Care and Harm Reduction philosophies. • Ability to be non-judgmental, open, and welcoming to all. • Ability to work with co-workers using a collaborative team approach. • Self-starter and ability to follow through on tasks begun. • Understanding of systemic issues of poverty. • Working knowledge of Microsoft Word. • Good organizational, oral and written communication skills. • Ability to establish and maintain emotional boundaries. • Ability to lift up to 30 pounds and capable of using a step ladder.
While this job description is an accurate reflection of the job requirements, management reserves the right to modify, add or remove duties from particular jobs, and to assign other duties as necessary. This job description does not represent a contract for employment.	
Employee Signature:	Date: