

**POSITION TITLE:** Pantry Assistant  
**ORGANIZATION:** Loaves & Fishes of Northwest Oklahoma  
**REPORTS TO:** Executive Director  
**Updated:** 9/4/24

**SUMMARY:** Under the supervision of the Executive Director, the Pantry Assistant will be responsible for performing a variety of different tasks as needed to facilitate client service, mostly during pantry hours. These tasks include reviewing client information, in-taking clients, assisting clients as they shop in the pantry, keeping resource guides updated, and providing support to other staff and volunteers in order to ensure smooth pantry operations.

**AGENCY MISSION:** Fighting hunger...feeding hope through healthy food choices. [www.loavesandfishesnwok.org](http://www.loavesandfishesnwok.org)

**KEY RESPONSIBILITIES:**

- Navigate and accurately enter client information into online software
- Prepare/update Excel spreadsheets, Word and Publisher documents
- Assist with pantry operations by being available to intake clients and/or shop with clients as needed
- Become familiar with requirements for client registration
- Facilitate client referrals to other assistance agencies in community
- Equip staff and volunteers with necessary resources to make client referrals
- Enforce rules for distribution of food and explain these rules to clients
- Maintain client confidentiality and graciously discuss sensitive client information
- Interact with clients of challenging demeanor and backgrounds
- Other duties as assigned

**OTHER KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

- Language Skills – Strong skills in interpersonal communication, writing, and organization. Ability to effectively present information. Ability to write reports, business correspondence, and procedure manuals.  
*\*\*\*Bilingual preferred but not required.*
- Technical Ability – Must be computer literate in email, word processing, spreadsheets, and internet navigation.
- Personal Skills – Must be a self-starter who is driven and capable of keeping track of multiple projects in a fast paced environment. Must be highly organized with attention to detail, ability to build relationships, work well with lots of different personalities, and remain cool under pressure. Articulate, able to explain rules and regulations to clients respectfully.

**QUALIFICATIONS:** US Citizen or US National or lawful permanent resident alien, at least 18 years of age, High School diploma or GED, Some college and previous volunteer and/or nonprofit experience preferred. Bilingual preferred but not required.

**PHYSICAL DEMANDS:** There may be extended periods of sitting, standing, walking and/or bending; listening, talking and/or visual concentration; writing and/or computer use. There will be periodic lifting and moving grocery items. Lifting should not normally exceed 20 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**REQUIRED PERSONAL CHARACTERISTICS:**

- Integrity, enthusiasm, perspective, flexibility, and a strong work ethic.
- A desire to be a part of a service-driven organization with the ability to prioritize, move quickly, and maintain strong follow-through in a dynamic environment.
- Superior writing and oral communication skills.
- Excellent interpersonal skills with a demonstrated ability to work well with people at all levels, a strong commitment to teamwork.

**SCHEDULE:** 15-20 hours per week.

Mondays	12:00 p.m. – close of pantry	4.5 hours
Tuesdays	1:30 p.m. – close of pantry	4.5 hours
Wednesdays	12:00 p.m. – close of pantry	4.5 hours
Thursdays	8:30 a.m. – close of pantry	4.5 hours

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

*This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.*