



East Cooper Meals On Wheels, Inc.

Serving the communities of Mount Pleasant, Daniel Island, Isle of Palms, Sullivan's Island, Cainhoy and Wando

Job Description: Program and Office Assistant

Organizational Role

The Program and Office Assistant is responsible for the clerical and general support of programs in the organization. The position will support all programs and activities that relate to the daily operations including recipient services, meal operations, and development/events.

Professional Qualifications

The Program Assistant will have

- An AA in business, public administration or a closely related field
- At least three years professional work experience
- Excellent verbal and interpersonal skills
- Excellent computer skills (Microsoft Office)
- Good overall office skills
- Ability to learn new systems and processes
- Clear understanding of and commitment to the organization's mission of service to East Cooper's homebound residents

Professional Responsibilities

- Answer phone calls, direct callers or take messages
- Greet and direct guests with great customer service
- Respond to phone calls by providing information or routing calls
- Record recipient changes i.e. meals, delivery days, on hold, etc.
- Assist staff where needed with daily meal delivery operations, gift processing, and gift acknowledgment.
- Assist with periodic in-house mailings
- Assist with nutritional drinks, breakfast bags, therefore ability to lift 20 pounds
- Assist with special events where needed Gala, Volunteer Luncheon, D4D, possible other events.
- Provide great customer service, positive "can-do" attitude
- Effectively collaborate with Recipient Services Manager, Volunteer Manager, and Development & Events Manager on a variety of projects
- Help deliver meal exceptions where needed, deliveries to individuals, hotels, or MUSC
- Become proficient on ServeTracker and recipient services tasks
- Gift entry, acknowledgement letters, and bank deposits as needed

DURATION: Part-time permanent position, does not include health insurance or other benefits.

HOURS: 10:00am-2:00pm, 20 hours per week

COMPENSATION: \$17-\$21/hour depending on experience

Please forward resume to George Roberts via email: groberts@ecmow.org