



**Job Title:** Program Support Assistant

**Location:** 1236 S. Layton Blvd., Milwaukee, WI 53215

**Exempt/Non-Exempt:** Non-Exempt/Part-time

**Hours:** - 25 Hours/Week

**Pay Scale:** \$16-18/hour; depending on qualifications

**Job Purpose:** This position has no direct reports; however, will be requested to provide support for the Street Angels' outreach mission that occurs 156 nights per year to Milwaukee's unhoused population. We are looking for a detail-oriented and focused volunteer and donation coordinator to be responsible for our database of volunteers and in-kind donations. A successful volunteer coordinator should be meticulous about keeping records and passionate about volunteer work. This position will oversee donation intake with support of volunteers which includes but is not limited to: sorting, cleaning, storage, and distribution of materials from donors. The primary focus will be the behind the scenes work that it takes to allow Street Angels to offer their mobile outreach programming.

**Essential Job Functions:**

- Facilitate the donation intake process in a positive and proactive manner to include providing donation receipts. This position is 75% walking, standing, lifting (up to 50lbs).
- Accurate inventory of in-kind donations and management of donation room.
- Assist with stocking outreach buses with donated items every Tuesday, Thursday, and Friday for Sunday outreach.
- Source and recruit volunteers through various techniques (databases, e-mail, social media, etc.).
- Produce volunteer schedules for everyday activities.
- Assign responsibilities to the right individuals for special events.
- Communicate frequently with volunteers to ensure they are satisfied and well-placed.
- Disseminate information for upcoming actions and events.
- Keep detailed records of volunteers' information and assignments.
- Accurate tracking of volunteer time
- Ensure the purpose of the organization and its actions is clearly communicated.
- Interact with volunteers, visitors, staff, and "friends" in a respectful and confidential manner.
- Light office and warehouse cleaning/maintenance.
- Supply ordering.
- Other duties as requested.



### **Required Competencies:**

- Must be physically able to perform duties including frequent lifting up to 50 pounds, bending, reaching above shoulder level, climbing stairs, pulling, and prolonged standing or walking.
- Experience in volunteering locally and/or internationally
- Excellent interpersonal skills
- Flexibility with schedule and ability to work requested days/times
- Ability to proactively recognize and resolve issues and problems before they occur and the ability to quickly and efficiently solve issues and problems when they arise
- Ability to work and be comfortable with a population that is economically, socially, spiritually, culturally, ethnically, and physically diverse
- Ability to multitask
- Familiarity with office equipment (phones, Microsoft Office, Word, Excel, etc.)
- Strong organizational skills
- Ability to listen actively
- Clear communication skills
- A pleasant, outgoing personality
- Professional, friendly, self-motivated, works well with a team
- Great time management, well-disciplined with follow-up and follow through

### **Preferred education and experience**

- High-school diploma preferred.
- Preference given to individuals who have experience in facility management and/or program support.

### **Additional eligibility requirements**

Valid Wisconsin driver's license and minimum state required insurance

**Other duties:** This job description is not designed to cover a comprehensive listing duties or responsibilities that are required of the employee for this job. Duties and responsibilities may change at any time with or without notice.