



Position: Community Support Assistant

Exempt/Non-Exempt: Non-Exempt

Hours/Week: 40 hours/week | Mon & Wed 7:30–4:00, Tue & Thu 9:00–5:00, Fri 7:30–2:00

Hourly Wage: 22.75 per hour

Reports To: Program Operations Coordinator

About Valley Outreach: Everybody needs help sometimes. Valley Outreach offers people a wide range of support – whether they need food, clothing, or help navigating resources during challenging times. Our programs include a food shelf, clothing program, and client support services. Our volunteers, donors, and partners are critical to the success of the mission of Valley Outreach. When we work together, we can help our neighbors find a place of stability.

Position Summary: The Community Support Assistant serves as the first point of contact at Valley Outreach, both in person and over the phone. This role is based at the front desk and is responsible for greeting clients, volunteers, donors, and community members, ensuring that we provide a safe, warm, and welcoming environment. In addition to greeting and supporting all visitors, this role also handles a range of client support and administrative duties that help foster meaningful engagement and ensure smooth daily operations. This role directly supports all programs at Valley Outreach, which include the Food Shelf, StyleXchange Thrift Store, and Client Support Services (CSS).

The ideal candidate is a strong communicator who is adaptable, uses good judgment, and can manage multiple tasks in a dynamic, mission-driven environment. **Bilingual proficiency in Spanish or another language is highly preferred.**

Valley Outreach offers a competitive benefits package, including a low-deductible medical and dental plan (with 90% of the premium paid by the organization), and a low-cost vision insurance plan. Valley Outreach also provides short term disability coverage, a Simple IRA, a flexible spending account, an employee assistance program and PTO in addition paid holidays.

Essential Duties & Responsibilities

Front Desk Responsibilities

- Greet and assist all visitors with warmth and professionalism.
- Answer and manage a multi-line phone system, routing calls and responding to questions in a timely, informed manner.
- Serve as a central point of contact by monitoring the general information and CSS email inboxes.
- Respond to general donation inquiries.
- Maintain a general understanding of programs to answer questions accurately and connect people with the appropriate staff member or resources.

Client Support

- Support food appointment scheduling and troubleshoot appointment system requests.
- Respond to client calls, logging personalized support calls into the appropriate database for tracking and follow-up.
- Identify and escalate complex client needs to the appropriate CSS team member.
- Support the food delivery program in collaboration with the Program Operations Coordinator.

Volunteer Engagement & Administrative Support

- Provide volunteer engagement coverage when the Volunteer Manager is unavailable, including greeting and orienting volunteers.
- Offer general administrative support to program teams, such as copying, scanning, printing, shredding, and faxing.
- Help maintain a clean and welcoming space with quick daily restroom checks and light tidying in the admin and client lobby areas before program hours.
- Monitor office supply levels and assist with inventory management and restocking.
- Support special projects as assigned.

Communication & Staff Engagement

- Maintain effective communication with team members through email, Microsoft Teams, and regular staff meetings.
- Participate in staff training opportunities and relevant professional development to enhance skills and knowledge.

Other Duties as Assigned

Expectations & Work Experience

- Ability to work in a fast-paced environment, shifting gears quickly, easily, and thoughtfully.
- Strong verbal communication and active listening skills.
- Ability to provide excellent customer service that reflects Valley Outreach's values—treating every individual with dignity, respect, and compassion.
- Commitment to racial equity and social justice and a willingness to actively engage in ongoing equity work.
- Ability to be flexible and collaborate effectively, building strong, productive relationships as part of a team.
- Strong ability to work with individuals of different ages, races, and socio-economic backgrounds.
- High level of personal and professional integrity, including the ability to protect and maintain confidentiality.
- General computer and database proficiencies; working knowledge of Microsoft Office programs.
- Availability for a consistent weekday schedule with occasional early evening flexibility.

Physical Requirements

- Ability to safely and successfully perform the essential job functions consistent with the ADA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to sit or stand at a front desk station for extended periods and move throughout the office as needed.
- Ability to maintain regular, punctual attendance.

Application Process

To apply for this position: Please submit a resume and cover letter to jobs@valleyoutreachmn.org and place *Community Support Assistant* in the subject line.

Please note – we will only be responding to the most qualified applicants.

The hiring process will include:

- Review of application materials (please include your phone number and email address).
- Phone screening for candidates who most closely meet the requirements of the position.
- In-person interview with key team members; a second conversation if needed.