



**Job Title:** FB Program Assistant

**Department:** Furniture Program

**Reports to:** Director of Operations

**Hours:** 10a-2p, Tuesday - Saturday

**Pay Range:** minimum wage - \$19.25

**Benefits:** PTO, Retirement

### **Job Summary:**

Responsible for all aspects and scheduling of client shopping, including furniture request forms and scheduling appointments.

### **Duties/Responsibilities:**

- Schedule all client requests submitted by community partners (Agencies)
- Communicate the NWFB process to all clients
- Check in clients at the time of their appointments, take payments
- Shop with and/or for our clients
- Invoice agency paid referrals
- Order furniture bank product as needed
- Field client/caseworker calls and questions
- Daily and monthly client data entry into the NWFB systems
- Support retail and warehouse staff by covering the sales floor and assisting with donation drop-offs
- Other duties as assigned

### **Required Skills/Abilities:**

- Microsoft Office: Outlook, Word and Excel
- Excellent people and phone skills.
- Strong problem-solving skills
- Ability to work independently
- Ability to communicate clearly and professionally with the public, donors and volunteers.

### **Education and Experience:**

- Office and organizational experience preferred
- Experience with Salesforce or comparable software



**Physical Requirements:**

- Prolonged periods of sitting at a desk and working on a computer
- Prolonged periods of time on your feet