Position Title: H.O.P.E. Basic Needs Ambassador.
Status: Student Part-time/Non-exempt (Student Assistant)
Location: California State University East Bay, Hayward, CA

Position Description
Basic Needs Ambassadors are self-motivated learners, efficient problem solvers and have the ability to provide care and supportive services to all students. Students work in the Food Pantry, Outreach Events and/or the Clothing Closet to help Pioneers for H.O.P.E. meet its goal of serving students that are food insecure or have other basic needs challenges. We provide free food, snacks, personal care items and campus and community resource information to students in person, via phone, email, zoom and social media.

Essential Duties and Responsibilities

Administrative

1. Provide a comfortable, welcoming atmosphere while maintaining confidentiality and respect of visitors utilizing H.O.P.E.’s food pantry and other services.
2. Support daily operations of the food pantry including stocking supplies, maintaining inventory, facilitating the shopping process with clients.
3. Know and execute all food handling procedures (training provided). Provide a clean, safe and efficient operation of the pantry.
4. Clean and organize the pantry by keeping the floor free of food waste, dispose of recycled goods, compost, and clean shelves.
5. Monitor and maintain inventory
6. Keep food pantry shelves stocked during distribution hours.
7. General management and duties of the Food Pantry and Clothing Closet.
8. Management of documents and paperwork, including food inventory and food log sheets.
9. Refers students to additional campus resources as needed.
10. Respond to inquiries via phone, email, in person, etc.
12. Pick up and receive donations from individuals, donation bins, food drives as needed.
13. Provide training to volunteers, ensuring safety, efficiency and effective communication at all times.
14. Work on special projects as assigned.
15. Attend meetings as required

Events & Promotions

1. Work with Basic Needs professional staff to execute campus wide signature events related to Basic Needs, such as Hunger and Homelessness Week and CalFresh Week
2. Serve as a peer to peer leader by serving in the food pantry and clothing closet, promoting H.O.P.E.’s activities and services on campus and on social media
3. Table and outreach at University and community events
4. Assists with food drives and contacts vendors for donations.
5. Assist with developing promotional material and content
**Required Qualifications**

- Enrolled in a degree-seeking program at CSUEB (minimum 6 units for undergraduate students; 4 units for graduate students) with a maintained minimum overall GPA of 2.5 for team members. Summer semester enrollment is not required.
- Have care and appreciation for individual uniqueness and diversity
- Creativity
- Ability to complete work with attention to detail
- Ability to work accurately and relatively independently, while also being a key member of a team
- Flexible, open and helpful attitude and communication style, willingness to adapt to the changing needs and learnings associated with the department needs.
- Word Processing and basic understanding of Microsoft office Application
- Knowledge of Google apps (Drive, Docs, Sheets and Forms)

**Preferred Qualifications**

- Strong customer service skills
- Strong verbal and written communication skills
- Excellent critical thinking and analytical skills
- Strong administrative and organizational skills.
- The ability to work independently and with minimal supervision at times.
- Data analytic skills a plus

**Physical Requirements:** The requirements listed below include physical abilities required to complete essential duties (eg. ability to lift 50 lbs)

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*