



JOB DESCRIPTION

JOB TITLE: Operations Specialist I

REPORTS TO: Regional Service Center Director

FLSA STATUS: Non-Exempt, Full Time

DIVISION: South County Service Center

HOURLY: \$19.00 – \$21.00 per hour, based on experience

LOCATION: South County Service Center, 270 F Street, Suite 22

SUMMARY:

Under the guidance of the Service Center Director, the Operations Specialist I work with the internal staff, volunteers, and external agencies to deliver meal services to at-risk seniors living independently. The Operations Specialist I also leverage available resources to connect seniors with essential services through referrals to trusted providers.

Responsibilities encompass delivering meals and equipment, assisting volunteers, organizing meal routes, communicating with clients, managing paperwork and payments, and undertaking additional tasks as required for Meals on Wheels San Diego County Services Programs.

The position is located at the South County Service Center in Chula Vista, California.

DUTIES & RESPONSIBILITIES:

- Answers phone calls in a courteous and prompt manner.
- Provides information about program services to potential clients and their family members.
- Processes new client intakes.
- Communicates clients' program service needs to Service Center representatives.
- Develops and maintains volunteer delivery routes.
- Oversee the production of daily volunteer route books.
- Maintains delivery route maps and reports for tracking purposes.
- Manages the client meal service database and produces reports as needed.
- Coordinates client meals and schedule changes.
- Assists with volunteer newsletters, orientations, and special events (Office Support duties).
- Coordinate the Animeals program with Helen Woodward Animal Shelter representatives.



- Transporting meal delivery equipment to designated meal providers when needed utilizing a personal vehicle.
- Delivers services to clients as assigned by the Service Center Director, including handling intakes, meal order changes, reassessments, account receivables, and other related tasks.
- Ensures the confidentiality of all program participant information.
- Performs all assigned duties, including providing services to clients assigned by the Service Center Director, handling intakes, meal order changes, reassessments, account receivables, etc.
- Undertake other tasks & projects assigned.

QUALIFICATIONS:

The ideal candidate will have the following:

- Effective communication skills over the phone.
- Strong verbal and written communication skills.
- Proficient in Microsoft Office, Internet, Outlook, and ability to quickly adapt to new software.
- Ability to interact positively with a variety of people and personalities.
- Ability to communicate effectively with individuals who are elderly, disabled, and have limited cognitive abilities.
- Ability to analyze competing ideas for solutions, choose an alternative, and communicate information to all parties.
- Ability to organize large amounts of data into meaningful information.
- Must be dependable, conscientious, accurate, and detail oriented.
- Proficient use of smartphones and basic apps like Google/Apple maps, text messaging, and email for effective communication.
- Possess a valid California driver's license and proof of auto insurance and good driving record.
- Have a reliable and insured automobile with the capacity to carry the required equipment. Must have proof of current insurance.
- Capability to ascend stairs in the event of elevator unavailability and walk extended distances if a street is obstructed, ensuring timely delivery of clients' meals.



REQUIREMENTS:

Standard office environment. Reasonable accommodation may be provided to enable individuals with disabilities to perform essential functions. Must have a valid California driver's license. Physical requirements include standing, sitting, typing, bending, and lifting to approximately 35 lbs. The noise level in the work environment is moderate. Must have reliable transportation.

Successful candidates for this position will be subject to a background check as a condition of employment.

SUMMARY OF BENEFITS:

- 160 hours of Paid Time Off (PTO) Annually - subject to the MOWSD PTO policy
- 11 Paid Holidays Annually
- Medical Insurance - Choice of 4 HMO plans+ 2 PPO through Meals on Wheels Group Plan
- Dental Coverage & Vision Coverage
- Life, Long-Term Disability (LTD), Employee Assistance Program (EAP)
- Flexible Spending Account
- 401 (k) plan, including up to 3% employer matching contribution.

TO APPLY:

Please send your resume and cover letter to the hiring team at mquesada@meals-on-wheels.org. Applications will not be considered complete without both.

Note: *This position is considered "NON- EXEMPT" by the Fair Labor Standards Act. This organization reserves the right to revise or change duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment. Meals on Wheels San Diego County is at "at-will" employer. Criminal background checks, fingerprinting, and bonding are required.*