

Food Pantry Assistant

The UTSA Student Union is committed to ensuring our employees are trained and prepared to perform their assigned tasks with courtesy and urgency at the heart of student life. Hiring priority will be given to students who fit the Student Union's Customer Service standards. The Student Union is looking for applicants that are creative, motivated, and excited to develop their skills and strengths.

Position Summary

Food Pantry Assistants must be self-motivated learners, efficient problem solvers and have ability to provide care and supportive services to all students. Food Pantry Assistants help the Student Union meet its goal of serving students that are food insecure by providing free food, snacks and personal items.

Minimum Qualifications

- Enrolled in a degree-seeking Undergraduate program at UTSA with a maintained minimum overall GPA of 2.0 and 2.5 for managers.
- **Must have work-study financial aid award letter**
- Exceptional customer service skills
- Have care and appreciation for individual uniqueness and diversity
- Be available to work 15 hours per week
- Positions available at the Main and Downtown campuses.

Position Responsibilities

- Follow and execute all food handling procedures.
- The general management and duties of the Food Pantry.
- Providing a clean, safe and efficient operation of the Food Pantry; use of gloves and hairnets, provided.
- Stocking, sorting, inventory, cleaning, lifting.
- Distributing, stocking and collecting donation bins around campus.
- Maintaining standards of excellence in operating procedures.
- Excellent active listening skills and provide respectful and compassionate service to all.
- Management of documents and paperwork/
- Preparing and submitting daily/weekly reports for guests and supplies necessary for operations.
- Keeping accurate records of the amount of food coming in and out each month.
- Answering questions from clients about campus directions, activities, university services/offices and general university knowledge, providing excellence in service.
- Providing training to volunteers, ensuring safety, efficiency and effective communication at all times.
- Providing timely communication to coworkers, supervisors and clients, using specified software.
- Work events and tabling to market the Food Pantry services.
- Able to lift up to 35 pounds, use of ladders and use of pallet jacks. Use of golf cart.

Additional projects assigned by the supervisor.

The University of Texas at San Antonio

UTSA Student Union

Expectations

- I am responsible for reading the Student Union Handbook, and acknowledge that I will abide by the policies and information detailed in this guide.
- I understand the Mission, Vision and Core Values of the Student Union, and agree to abide by these guiding principles.
- I will be accountable for excellent customer service, including being professional and courteous at all times.
- I will work in a professional manner, especially when working with limited supervision. I will arrive to work and meetings on time, wear the proper uniform, and behave appropriately while on shift.
- I will demonstrate critical thinking to make timely decisions related to my position, in alignment with the UTSA and Student Union HOP.
- I will be an active leader by taking initiative and personal responsibility for my actions and goals.
- I understand that I may not eat/drink, use headphones, study, talk/use my cell phone for personal use, or use the internet for non-work-related purposes during my shift, unless otherwise approved by my supervisor.
- I will make safety within the Student Union a continual priority during my daily responsibilities.
- I will attend all required staff meetings and training/professional development sessions conducted by the Student Union and/or my specific work area.
- I will communicate any scheduling changes or concerns with my position to my direct supervisor including, but not limited to, missing my scheduled shift, being late for my shift, taking a break, or concerns with my course load.
- I will make every interaction positive and go the extra mile.
- I will embrace diversity and respect cultural and personal differences.
- I understand that my role within the Student Union is a professional position and that I am expected to take my position as seriously as any off-campus position.
- I will take pride in my position, the Student Union and UTSA, and will represent the Student Union in a positive and professional way.

Schedule

- Students may work a maximum of 19 hours per week (15 hours average). Shifts may include day, evening and weekend hours.
- Students are expected to work their scheduled shift, arrive on time, and be responsible for monitoring appropriate use of time.