
Job Title: Program Services Assistant

Reports To: Director of Program Services

FLSA Status: Non-Exempt

Location: Meals on Wheels of Mercer County – Ewing, NJ

Position Type: Full-Time

Position Summary

Meals on Wheels of Mercer County is seeking a reliable, friendly, and organized individual to serve as a Program Services Assistant. This entry-level position plays a key role in ensuring excellent service to our participants by handling incoming calls, responding to inquiries, and assisting with general office operations. The ideal candidate will be customer service-oriented and comfortable managing administrative tasks in a fast-paced, mission-driven environment.

To apply, please submit your resume at outreach@mealsonwheelsmercer.org.

Job Duties and Responsibilities

- Answer and professionally manage incoming calls from participants, caregivers, volunteers, and other stakeholders; respond to questions regarding meal deliveries, scheduling, and general program information.
- Log call details and follow up as necessary to ensure participant needs are met.
- Provide general administrative support to the Director of Program Services, including scheduling appointments, and assisting with communicating to participants.
- Support the coordination of daily meal delivery operations by communicating with drivers, volunteers, and participants as needed.
- Assist with volunteer coordination, including tracking hours, schedules, and training records.
- Help prepare mailings, flyers, and other outreach materials to support program initiatives.
- Monitor program email inboxes; respond to general inquiries or forward them to appropriate staff.
- Support basic reporting tasks, such as gathering program metrics or client data for review.
- Handle sensitive information with discretion and maintain confidentiality at all times.

- Perform other related office duties as assigned by the Director of Program Services or other team members.

Qualifications

- High school diploma or equivalent required.
 - Excellent communication and interpersonal skills.
 - Strong organizational and time management abilities.
 - Basic computer skills, including Microsoft Office Suite (Word, Excel, Outlook).
 - Ability to handle sensitive and confidential information with discretion.
 - Previous customer service, call center or administrative experience is a plus but is not required.
 - Experience handling phone inquiries and providing clear, courteous communication
 - Experience supporting office or administrative tasks (filing, scheduling, mail handling)
 - Working with volunteers or participants in a community or nonprofit setting (a plus)
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Work Environment & Physical Requirements

- Office environment with frequent phone and computer use.
 - Must be able to sit or stand for extended periods.
 - Occasional lifting of office supplies (up to 25 lbs).
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Why Join Us

At Meals on Wheels of Mercer County, you'll be part of a dedicated team making a real difference in the lives of homebound seniors and individuals in need. We offer a supportive, inclusive environment where your contributions help strengthen our mission to nourish, support, and connect our community.