



**The Foster Alliance
Service Associate**

RECRUITMENT REDEFINED.

3110 E. Thunderbird Rd, Suite 100
Phoenix, AZ 85032
TheFosterAlliance.org

COMPANY HISTORY & OVERVIEW:

The Foster Alliance (TFA) supports the foster care community, providing essentials to benefit children in foster care. We believe all kids deserve a chance to win! Therefore, our vision is that every child on a foster care journey thrives. Always.

Team members bring their strengths to compliment TFA's mission and values. Each team member has a specific role, and the culture of the organization is to be curious and strive to be a highly functional, human-centered, and forward-thinking team.

Currently celebrating 25 years, TFA refined its mission, vision, and why statement to be:

- **Mission:** We support the foster care community, providing essentials to benefit children in foster care
- **Vision:** Every child on a foster care journey thrives. Always
- **Why Statement:** All kids deserve a chance to win!

AHH is intentionally ensuring that all their programs and services are around the following principles:

- We provide services **where they need us and when they need us** using nimble, curious, and innovative strategies.
- **Collaboration and expanding our reach** maximize resources and are built on the strengths of those around us and are aligned with our mission.
- Supporting the foster care community with a WOW factor approach means our services are driving from a **"more than enough"** approach vs "just enough".

Our resources are supported by the caring power of a visionary Board of Directors and 16 professional staff. In addition, and specifically in 2022, more than 250 trained volunteers donated 8626 volunteer hours, and 50+ foundations/grantors and 13,000 donors raised more than \$3M. Collectively we all support more than 7,000 children/annually with essentials through our direct key programs and collaborations.

BUDGET SIZE: \$6 - \$10 million

- FY23 Budget = \$3.4M cash + Gifts in kind fluctuate from \$2M to \$8M depending on TFA's demand and supply.
- 18K sq/ft facility with 15K dedicated for warehouse space. Three owned vehicles.

POSITION DESCRIPTION:

Under the supervision of the Director of Programs and Engagement, the Service Associate is the first welcoming presence a client experiences in-person or on the phone. The Service Associate is tasked with providing any of our clients an exceptional experience during their visit with The Foster Alliance (TFA).

ESSENTIAL FUNCTIONS:

Service Functions are focused on assisting clients as outlined below:

- Welcome clients with compassion, empathy, and hospitality and comply with “check-in” and “check out” procedures.
- Review service needs and assist clients with the “shopping” experience.
- Restocking & upkeeping the boutique area where families receive their resources.
- Assemble and gather requested Birthday Dreams bags.
- Provide additional community resources as needed or requested.
- Data entry functions to track inventory outflow in Salesforce/Sage software.
- Uphold and manage all family and case manager information with utmost privacy and security as outlined in AHH policies and procedures.

General Office support is provided by the Service Team. Several key functions include:

- Provide positive client service with TFA’s phone, walk-in clients, and vendors responding to questions and directing to appropriate team members.
- Facilitate the opportunity for volunteers to serve clients in innovative and creative ways.
- Respond to client communications or direct to appropriate staff in a timely manner.
- Maintain the front lobby by keeping it clean and welcoming.
- Support TFA’s front desk operational functions such as incoming and outgoing mail distribution.

Other duties as needed or assigned.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job.

KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent communication and customer service skills.
- Good organizational and multitasking skills.
- Strong initiative and self-motivation.
- Proficient in MS Office and comfortable with technology.
- Ability to establish and maintain effective working relationships with a range of people from staff to volunteers to clients.

EDUCATION AND EXPERIENCE

- Associates degree required, college degree preferred and/or 5 years client facing case management experience.
- A minimum of two years direct service experience in a non-profit environment or equivalent preferred.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. This position requires sitting and standing for extended periods of time. Frequently requires squatting, reaching and bending. Physical ability to regularly lift materials weighing up to 20 pounds. Requires ability to receive information through oral communication both in-person and on telephone. Manual dexterity needed for using computer keyboard. Must have adequate vision to operate computer and complete paperwork.

WORK ENVIRONMENT

This job regularly operates in a professional office environment and frequently in a warehouse environment near outside weather conditions. The role routinely uses standard office equipment such as assigned workstation, computer, phone, copier and file cabinet.

COMPENSATION & BENEFITS

This position is eligible for medical, dental, and vision benefits, as well as 403b matching. A total compensation range of \$45,000 - \$55,000 (\$21 - \$26/hour) has been set for this client facing position. Must be willing to work flexible hours and days, and evening and weekend hours as needed. Flexibility is necessary in this position.

CONCLUSION

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by the job holder. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position. The Company reserves the right to change, amend, add, delete, and otherwise assign any and all duties, responsibilities, and position titles as it deems necessary to meet the needs of the business.

The Foster Alliance is an equal opportunity employer and values a diverse workforce and an inclusive culture.

WHY CONSIDER THIS OPPORTUNITY?

- To be a part of a mission that directly affects and improves the lives of foster children across the state of Arizona.
- An excellent opportunity to be part of a team that will lead this vital nonprofit to the next level utilizing innovation, design thinking, quality improvement strategies and change management approaches.
- The recently hired CEO brings a wealth of knowledge, experience, and energy, making this opportunity even more exciting and rewarding.
- AHH is the largest provider of basic necessities for children in foster care in Arizona with exceptional results. 2022 year-end results supporting over 7000 kids.
- The chance to work with exemplary employees and serve alongside volunteers who genuinely care and readily have a “can-do” approach.
- Competitive compensation and benefits package including employer paid health insurance, employer paid disability, employer paid life insurance, company matching up to 4% of 403(b) retirement program, and employer paid gym membership.
- Continued growth opportunities.
- To have an opportunity to make a difference in the lives of many!

For more information, please contact:

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