

It can be disheartening working at a company that doesn't care about its customers or staff. At Cultivate we believe in treating everyone like family. When you join our team you become part of our family and will make a difference in seniors' lives every day by providing them the support and connections that make them feel engaged with their community.

ABOUT Cultivate:

Cultivate is a nonprofit that has been providing no-cost, volunteer-powered services to Boulder County seniors for 47 years. Not only do our programs provide seniors access to healthcare, transportation, food, and safety, but they also facilitate connections that make seniors feel valued. Our small, close-knit staff work together and maintain a positive, friendly atmosphere within the office.

Please visit www.cultivate.ngo to learn more.

ABOUT THE POSITION:

We're looking for someone who can work within our Programs Team as a **Program Specialist, with emphasis on our VetsGo (Transportation) and Carry-Out-Caravan (Grocery Shopping and Delivery) programs**. You will maintain regular contact with both our clients and volunteers, providing excellent customer service and high levels of compassion at all times. Additionally, you must be able to represent Cultivate positively and professionally within the community.

This position includes recurring access to vulnerable populations.

Responsibilities:

- Provide excellent customer service through email, over the phone, and in person.
- Complete Client Intake, including collecting and storing client paperwork and information.
- Maintain database, coordinate and approve client-volunteer assignments, and communicate and provide guidance to clients and volunteers.
- Create reports on services, volunteers, and clients.
- Work with the Programs Team to improve services.
- Assist with special events, outreach, and projects as needed.
- Some administrative and clerical assistance. Other duties as assigned.
- Provide early morning on-site management starting at 6:30 a.m. for our grocery shopping and delivery program at King Soopers in Table Mesa on Thursdays.

Competencies:

- Maintain confidentiality regarding client information.
- Ability to multitask, be flexible, and organized.
- Motivated to learn and sharpen skills.

- Must commit to and display Cultivate’s core values in their work.
- Compassionate and patient when dealing with senior clients.
- Ability to accept and provide constructive feedback.
- Ability to take initiative in an innovative atmosphere.
- Must be energetic, patient, and positive when communicating with clients and volunteers.
- General data entry and database knowledge.
- Light physical demands.

Qualifications

- 2+ years of administrative duties and data entry in an office setting.
- Current driver’s license and reliable transportation.
- Meet the National Service Criminal History Check requirements.
- Spanish/English bilingual a plus!

Compensation: This is a full-time position. \$14/hr + company-paid health, dental, vision insurance; paid time off (vacation, sick leave, holidays, and, volunteer time off). After one year of employment, participation in a Simple IRA with a 3% match.

Schedule (Not Negotiable): 8:00am-4:00pm Monday, Tuesday, Wednesday and Friday; 6:30-2:30 Thursdays.

WHY SHOULD YOU APPLY?

- Plenty of opportunities for learning and in-house training.
- Awesome team of co-workers!
- Great benefits.
- There are always snacks; you will never go hungry.
- Occasional office dogs to play with when you need a break.

TO APPLY:

Please send a cover letter and resume to jobs@cultivate.ngo. Please type “Program Specialist” in the subject line. **No phone calls please.**

Cultivate shall not discriminate on the basis of race, color, religion (creed), gender, age, national origin (ancestry), disability, marital status, sexual orientation, political affiliation, gender identification or expression, or military status in any of its activities of operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers, and selection of vendors and provision of services.