

# ROGUE VALLEY COUNCIL OF GOVERNMENTS

Job Description



Job Title:	<b>Nutrition Program Office Specialist III/Home Delivery Coordinator</b>		
Department:	<b>Nutrition</b>		
Location:	<b>Josephine County Senior Resource Center, Grants Pass</b>		
Reports to:	<b>Nutrition Program Director</b>	Travel Required:	<b>Yes</b>
Last updated:	<b>4/27/2026</b>	Classification:	<b>8</b>
Direct Reports:	Type of position:	Hours: <b>40 hours / week</b>	
<b>None</b>	<b>Full-time</b> Part-time	Exempt	
	Temporary      On-Call	<b>Non-exempt</b>	
	Contractor      Intern		

## GENERAL DESCRIPTION

Provides a variety of advanced administrative support for the Food & Friends program, Senior & Disability Services, and the RVCOG Administrative Department. Oversees the coordination of home delivery for the Nutrition Program provided to qualified participants in Josephine County. Supports in the coordination of volunteer activities for all Josephine County home delivery drivers, including recruitment, intakes, maintaining accurate records, and community relations.

## ESSENTIAL JOB FUNCTIONS

1. Prepares and processes Older Americans Act New Starts, including initial phone screening, for potential Home Delivered Meals participants and verifies if in-home services are in place via Oregon Access.
2. Processes New Starts for Medicaid Home Delivered Meal recipients and maintains relationships with Senior & Disability Services and Aging & People with Disability Case Managers.
3. Prepares and reconciles daily and monthly reports including daily meal counts, monthly transaction reports, and others.
4. Maintains accurate records for the Josephine County Home Delivered Meals Program in MealService, including the development and maintenance of home delivery routes.
5. Serves as the communication link with Meal Site Coordinators both providing information to and requesting information from them and acts a liaison for the Josephine County Nutrition Program.
6. Informs the Nutrition Program Manager of any problems or potential problems and provides updates on activities.
7. Handles low level client issues or complaints.
8. Performs a wide variety of advanced clerical and administrative tasks including phone support, word processing, program database maintenance, document organization and filing, customer service, general business correspondence, and other general office support. Participates in monthly staff meetings, other training events, and fundraising activities.
9. Assists in the general monitoring of upkeep and safety in the building and grounds, contacts local vendors to schedule service/maintenance as needed and communicates these issues to the Nutrition Program Director and RVCOG Human Resources Director.
10. Acts as point-of-contact for outside entities interested in reserving space at the Josephine County Senior Resource Center and assists them with the reservation request process. Communicates these reservation requests to the RVCOG Human Resources Director.
11. Supports in the recruitment and processing of volunteer drivers for the Meals on Wheels home delivery program in Josephine County. Enters new volunteer information into Salsa/DonorPro database. Supports in the distribution of volunteer recruitment material including but not limited to PSA's, posters, and new briefs.
12. Creates and processes Oregon Project Independence (OPI) and Oregon Project Independence Medicaid (OPI-M) vouchers for Home Care Workers providing in-home care for OPI consumers. Submits changes to vouchers as necessary and performs data entry utilizing several state data management systems.

13. Monitors and/or runs payroll batches for the OPI/OPI-M program for the 7810 branch supporting Jackson and Josephine Counties using Oregon Provider Time Capture and enters the information into the Dept. of Human Services mainframe. Uses Oregon Access to review 546 forms and gather collateral information as needed.
14. Acts as a Qualified Entity Designee (QED) and handles confidential personal information for processing volunteer criminal background checks.
15. Acts as backup for the Josephine County Volunteer Coordinator, including but not limited to Meal Site Coordinators and Home Delivered Meal volunteers, including driving routes or staffing meal sites when needed.

### **AUXILIARY JOB FUNCTIONS**

Other related duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

None

### **SUPERVISION RECEIVED**

Receives supervision from the Nutrition Program Director.

### **RELATIONSHIP TO OTHERS**

Maintains a close working relationship with meal site staff, volunteers, RVCOG staff, and TRIO staff, and a cooperative relationship with the general public, community groups, civic organizations, and public institutions. Makes contact with home delivery participants in order to ensure quality services and to obtain required information.

### **ACCOMMODATIONS**

The information contained in this job description is in compliance with the Americans with Disabilities Act (ADA). To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The qualification requirements, physical demands, and work environment described in this job description are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodation may be made to enable an individual with disabilities to perform the essential functions of the job and must not prohibit the employment of a person with disabilities.

### **QUALIFICATION REQUIREMENTS**

#### **EDUCATION, TRAINING, AND EXPERIENCE**

1. Education: Completion of high school or equivalent plus additional specialized training in office equipment including computers, word processing, spreadsheets, and database software.
2. Experience: A minimum of 3 years of administrative and/or clerical experience; experience in volunteer coordination or as a volunteer preferred.
3. Substitution: Any satisfactory equivalent combination of education, training and experience which demonstrates the knowledge, skills and abilities to perform the duties of the job.

#### **SPECIAL REQUIREMENTS**

1. License: Possession of, or the ability to obtain and retain, an Oregon driver license by the time of appointment, or otherwise have immediate point-to-point transportation available.
2. Vehicle: Possession of, or permanent access to, a personal vehicle.
3. Other: Pass Criminal History Background Check; demonstrate knowledge and proficiency in the use of computer software; obtain and retain an Oregon Food Handler card and State QED Certification to process Criminal History Background Checks within one month of hire.

#### **KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of:

1. Use of general office equipment including phones, copiers, and computers;
2. Confidentiality rules regarding client and provider records and the ability to adhere to these rules;
3. Safe food handling protocols; and

4. Business English, spelling, grammar, punctuation, and mathematics.

Related skills:

1. Advanced skills in word processing, spreadsheet, database maintenance, and data entry;
2. Advanced skills in preparing general business correspondence and documents;
3. Exceptional listening skills;
4. Excellent interpersonal skills with a commitment to delivery high quality customer service in a courteous and professional manner.

Ability to:

1. Schedule, plan, coordinate, and direct the activities of volunteers;
2. Organize and direct work schedules to meet mandatory deadlines;
3. Learn the geographical areas, read maps, and schedule routes;
4. Develop and maintain schedules and routes for volunteers;
5. Cope with stressful deadlines and constant interruptions and distractions;
6. Be courteous and tactful with senior citizens and the general public;
7. Communicate effectively both verbally and in writing;
8. Prepare and maintain accurate records and reports in a timely manner;
9. Operate a personal computer and perform accurate data entry; and
10. Work as an effective team member and establish and maintain harmonious and cooperative working relationships with staff, volunteers, clients, and a wide variety of people.

**PHYSICAL DEMANDS**

(1) Mobility: frequent sitting for long periods of time; occasional bending or squatting. (2) Lifting: occasionally up to 30 pounds. (3) Vision: constant use of overall vision; frequent reading, close-up work, and exposure to computer screens; occasional color and depth vision. (4) Dexterity: frequent use of keyboard and repetitive motion. (5) Hearing/Talking: frequent hearing and talking, in person, in public, and on the phone. (6) Emotional/Psychological: constant coworker and/or public contact.

**WORK ENVIRONMENT**

Work is performed in a typical office environment utilizing a computer and a variety of other office equipment. Travel in the two-county area (Jackson/Josephine) is required; travel to other parts of the state and other states may be necessary, and attendance at evening and weekend meetings or events may also be necessary.

**ADDITIONAL INFORMATION**

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the employee in this job. They are not intended to be an exhaustive list of all responsibilities, duties, knowledge skills, or abilities required of the position. The various responsibilities and/or assignments of this position may be unevenly balanced and change from time to time based upon matters such as, but not limited to, variations in the shift, work demands, service levels and management's decision on how to best allocate department resources. Any shift variations, emphasis or rebalancing of duties, responsibilities and/or assignments does not constitute a change in the job classification.

APPROVED BY:	<b>Jon Pfefferle</b>	Date: <b>4/27/2026</b>	<b>Nutrition Program Director</b>
REVIEWED BY:	<b>Adrian Modjeski</b>	Date: <b>05/07/2026</b>	<b>Human Resources &amp; Administrative Services Director</b>

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