



Program Assistant Position Description

Why work at The Lift?

[The Lift Garage](#) is a car repair shop that has a unique blend of business and service. We are a nonprofit that provides low-cost car repair to low-income Minnesotans. Our repair shop focuses on safety and we repair cars for \$15/hour labor plus the cost of parts. We deeply value hospitality for our neighbors, customers, donors, and anyone who may find themselves inside our doors. We also offer a kind, collaborative, and fun work environment. At The Lift Garage we highly value: excellence, respect, opportunity and justice.

Role Description:

This is a new part-time position to assist our program management staff and our growing organization. This position will be supervised by the Operations Director and work closely with entire operations team, Service Writers and Technicians. This position will perform duties to support the administration of our programs, gather and enter program data for program evaluation, and participate in direct customer service and community outreach. This position will also fill-in for Service Writers when they are on vacation or sick leave. In addition, this position will collaborate with our Development team to strengthen our partnerships and community support network.

Black, Indigenous, People of Color, queer/gender non-conforming, and people with unique socio-economic backgrounds are strongly encouraged to apply.

Job Duties:

- Provide back-up support to Service Writers, assisting with customer service, communicating about vehicle repair needs, and working with staff and vendors to quote and order car parts
- Assist Service Writers with scheduling appointments and confirmation calls for upcoming appointments
- Assist Service Writers with referrals and connecting customers to needed resources
- Provide general support to the shop and Technicians – calling vendors for service or delivery, sorting incoming parts, helping with returns, running parts to other location(s)
- Collaborate with other nonprofits and community organizations who may be third party payers for customers or provide other important services that would benefit our customers
- Collect, report and analyze program outcome data and customer demographic and satisfaction data
- Assist with running program reports and assist with monthly billing and budgeting oversight
- Assist Operations Director with developing, implementing, and monitoring pilot programs
- Assist with updating program materials and updating information on website
- Assist with grant writing and foundation site visits as needed
- Participate in staff development related to bias, diversity, equity and inclusion
- Collaborate with the Development team for special events and other opportunities
- Attend organization-wide fundraising events and assist with special events as requested

Requirements:

- Patience, kindness, empathy, hospitality and a commitment to social justice
- Ability to work independently and with teammates, prioritize work and manage time effectively

- Practice conflict resolution, good listening and open communication
- Must be willing to comply with the organizations COVID-19 vaccination and masking policies

Position Details and How to Apply:

Location: This position will require being on-site at The Lift Garage in Minneapolis, MN. It is possible to also have this position to do some work remote or off-site.

Pay & Benefits: This is a part-time position with a beginning hourly rate of \$18.00/hour. Benefits (eligible at 25 hours per week) include medical, dental, disability, life, vision, retirement, and life-insurance. Benefits also include paid holidays (9), paid vacation (10 days the first year), and sick time off (10 days/year).

Days & Hours: We are expecting a minimum of 25 hours per work each week with some opportunity for additional hours. Typical work days are Monday-Friday, hours can be flexible between 8:00am – 5:00pm. There may be some days/times in schedule that are more regular.

How to Apply: Applicants should send their resume and an e-mail about why they'd like to work at The Lift Garage to JoHanna, Operations Director, at johanna@theliftgarage.org. We will actively be reviewing applications and scheduling interviews. Position open until filled. No phone calls, please.