



Marin Diaper Bank Operations Assistant

Location: PPSC Center, with some travel, some weekends and evenings required.

Status: Full-time • 40 hours per week • Hourly, non-exempt

Compensation: \$30 per hour, depending on experience and qualifications

Reports to: Program Manager

Language and setting: English and Spanish desired • Primarily in person

About PPSC

Postpartum Support Center (PPSC) is a growing 501(c)(3) nonprofit supporting expectant and new parents, children, and families throughout Marin County. We strengthen family well-being through compassionate, practical, and culturally responsive services during pregnancy, postpartum, and early parenthood, while promoting prevention and early identification of perinatal mental health challenges.

Our services bring together mental health and peer support, case management and resource navigation, the Marin Diaper Bank and family essentials, perinatal and parenting education, family learning and support groups, fatherhood and partner services, and car seat safety. Community partnerships, outreach, and advocacy help us reduce barriers to care.

Position summary

The Marin Diaper Bank Operations Assistant is the welcoming first point of contact for Marin Diaper Bank clients. This role helps families access diapers, car seats, strollers, and other essentials through timely scheduling, clear communication, and reliable administrative support. The primary focus is managing appointments and requests, connecting clients with staff, receiving donations, and keeping daily administrative work organized so families' needs are addressed.

This position collaborates with staff and volunteers to provide responsive, respectful service and help families feel welcomed and supported.

Key responsibilities

Appointments and family essentials

- Schedule diaper and car seat appointments; manage requests, calendars, and schedule changes.
- Send bilingual appointment reminders, confirmations, and pickup instructions.
- Match families with available strollers and essentials; coordinate pickups with staff.
- Track requests and follow up with families and staff to address outstanding needs.

Client communication and daily administration

- Welcome families, answer calls and messages, and connect clients with staff and services.
- Share client updates with staff and follow up on questions and requests.
- Maintain client, appointment, distribution, and donation records; complete daily data entry.
- Refer unmet needs and scheduling concerns to the Program Manager or appropriate staff.

Donations and team collaboration

- Receive and record donations; coordinate donor drop-offs and item availability with staff.
- Collaborate with staff and volunteers on distributions, pickups, and daily Center activities.
- Prepare family essentials and keep reception, donation, and distribution areas organized.

Organizational and event support

- Support fundraising and community events, including preparation, setup, and cleanup.
- Perform other relevant duties assigned by the Program Manager.

Qualifications

- English and Spanish preferred, with good verbal and written communication skills.
- Strong scheduling, organization, customer service, attention to detail, and follow-through.
- Compassionate service to diverse families and effective teamwork with staff and volunteers.
- Comfort with phones, email, calendars, spreadsheets, and data entry; ability to adapt priorities.
- Ability to handle client information discreetly and follow PPSC confidentiality procedures.
- Ability to safely move boxes and supplies as needed, with or without reasonable accommodation.
- Valid driver's license and ability to drive for occasional PPSC-related pickups and deliveries.

Schedule and benefits

This is a full-time, 40-hour-per-week, primarily in-person position. Some evening and weekend work may be required for distributions, fundraising events, community activities, or other organizational needs.

Pay is \$30 per hour, depending on experience and qualifications. Full-time benefits include paid time off, paid sick leave, holidays, health benefits, and retirement plan eligibility, in accordance with current PPSC policies.

Equal opportunity

PPSC is an equal opportunity employer. We welcome applicants from diverse backgrounds and experiences.

How to apply

To apply, please complete the application at <https://forms.gle/NUOjtTrGNVmZF4kx5> and submit your resume and cover letter.