



## FOOD for LANE COUNTY JOB DESCRIPTION

<b>POSITION TITLE:</b>	Part-time Bilingual Receptionist
<b>RESPONSIBLE TO:</b>	Office Manager
<b>HRS PER WK:</b>	15+ Hours/week
<b>CLASS:</b>	Non-exempt
<b>WAGE RANGE:</b>	\$13.00/hour starting. \$13.50/hour after 90 days.
<b>HOURS:</b>	3-5 hours per day; variable. Reception hours are 8 a.m. – 4 p.m. Mon-Fri.

FOOD For Lane County (FFLC) is dedicated to eliminating hunger by creating access to food. We accomplish this by soliciting, collecting, rescuing, growing, preparing and packaging food for distribution through a network of more than 150 social service agencies and programs; through public awareness, education and community advocacy; and through programs designed to improve the ability of low-income individuals to maintain an adequate supply of wholesome, nutrition food. We serve a diverse population of people living on limited incomes including children families, seniors and single adults.

*FFLC is an Equal Opportunity Employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, age, national origin, marital status, veteran, or disability status.*

**SUMMARY of POSITION:** Provide excellent customer service to all community members and to staff in a professional, enthusiastic, courteous and compassionate manner; answer and direct all calls, greet visitors, provide referrals, and convey information to the public. Also, provide administrative support to FFLC's Executive Director and staff on various projects and remain flexible with the hours to ensure the best front desk coverage.

### **PRIMARY TASKS & RESPONSIBILITIES:**

- ❖ **ANSWER PHONES** (seven incoming lines, over 40 extensions)
  - Direct calls to appropriate staff, provide referrals to food pantries and other social services, and provide basic information to public as requested.
  - Phone system administration: help set up extensions, troubleshoot, and record, change or update messages as needed.
  
- ❖ **INFORMATION & REFERRAL (I & R)**
  - Become knowledgeable about local R resources, particularly FFLC's food assistance resources & I.
  - Refer callers and visitors needing food assistance to appropriate social services.
  - Ensure phone log is maintained and compile monthly statistics.
  
- ❖ **MANAGE LOBBY AREA**
  - Greet and direct walk-in guests in a prompt, professional and courteous manner.
  - Receive and receipt food and cash donations from walk-in donors according to FFLC policy and make sure the food gets to a warehouse employee to be logged.
  - Become familiar with the procedures for receiving food donations in case a warehouse employee is unavailable.
  - Keep lobby/reception area clean and organized at all times
  - Keep front desk materials stocked and well organized (business cards, brochures, flyers, newsletters, fact sheets, etc.).
  - Give incoming mail to Development staff for sorting and distribution; separate and prepare outgoing mail.

- Maintain weekly activities board.
- Monitor incoming and outgoing fax correspondence; distribute to appropriate staff.

❖ **ADMINISTRATIVE SUPPORT**

- Work with appropriate staff to maintain staff rosters and information lists.
- Work with Partner Agencies to maintain accurate, updated agency information.
- Work with Office Manager to maintain the inventory of office supplies.
- Assist Development staff with outgoing bulk mailings.
- Clean, stock, and maintain copying and postage area.
- Keep kitchen area and bathrooms neat and stocked with cleaning supplies.
- Proactively seek out projects from all staff during slow periods.

❖ **SUPPLIES & EQUIPMENT**

- Monitor inventory of general office supplies, reordering if/when necessary.
- Maintain staff mailbox and copy area, restocking supplies when needed.
- Monitor office equipment, contacting appropriate service providers when maintenance is necessary and the Office Manager is not available.

❖ **OTHER TASKS & RESPONSIBILITIES:**

- Actively demonstrate FFLC's values of compassion, collaboration, and inclusion.
- Represent FFLC to the public with knowledge and respect.
- Participate in staff functions including staff meetings, retreats, and events, when possible.
- Perform other duties as assigned by supervisor.

❖ **SKILLS and QUALIFICATIONS:**

- English-Spanish bilingual
- Outstanding phone and customer service skills
- Ability to work with people from a wide diversity of backgrounds
- Excellent verbal communication skills
- Friendly, compassionate and respectful attitude
- Strong organizational skills with excellent attention to detail
- Comfortable working in a fast paced, multi-tasking environment
- Proficient use of Microsoft Word, Excel and Outlook
- Sensitivity to, and ability to maintain, confidential information
- Able to operate basic office equipment (fax, copier, postage machine)
- Must be able to lift up to 35 pounds on a daily basis (receiving food donations)