



FOOD for LANE COUNTY JOB DESCRIPTION

POSITION TITLE:	Receptionist/Administrative Assistant
RESPONSIBLE TO:	Office Manager
HRS PER WK:	40
CLASS:	Non-exempt
WAGE RANGE:	\$16/hour
HOURS:	Office Hours 9:00-4:00 + time for meetings and projects

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 staff and Board of Directors.

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.
 - Keep Voicemail recordings updated.

- ❖ **INFORMATION & REFERRAL (I & R)**
 - Refer callers and visitors needing food assistance to appropriate social services offered by FFLC and other organizations.
 - 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/BOARD 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.
- Attend All-Staff Meetings – every other month.
- Attend Board Meetings to record and take minutes for the monthly Board Packet.
- Assist the Office Manager in maintain Board Information and Reports.

❖ **SUPPLIES & EQUIPMENT**

- Monitor inventory of general office supplies, reordering if/when necessary.
- Assist the office manager in maintaining the copy/postage area, ordering of office supplies, and calling for repairs.

❖ **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 required.**
- 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).