



Job Title: Part Time Receptionist (29 hrs)
Reports To: Human Resources Manager
FLSA Status: Non-Exempt

Prepared By: HR Manager
Approved By: Co-CEOs
Wage: \$14/hour

Central California Food Bank is dedicated to ending hunger in Central California. We provide food to more than 200 partner agencies in Fresno, Madera, Kings, Kern and Tulare Counties and serve over 280,000 people each month.

The **Receptionist** is charged with greeting and interacting with volunteers, visitors, and guests at Central California Food Bank. The **Receptionist** is also responsible for answering phone calls, maintaining sign-in policies, preparing mailings, various agency correspondence, and assisting with departmental projects. These functions are designed to enhance and support the overall mission of Central California Food Bank.

The following is a list of major duties and responsibilities for this position. It is not all-inclusive. Other duties and responsibilities may be added as needed and, in addition, management as appropriate may modify this job description.

Essential Duties and Responsibilities

1. Greet and assist volunteers, visitors, drivers and mail services.
 - a. Ensure all visitors sign-in and necessary staff is paged upon arrival.
 - b. Answer front desk phones and direct calls to appropriate staff.
 - c. Accept deliveries (UPS/FedEx/Office Depot/Staples) and contact appropriate staff.
 - d. Ensure outgoing mail is placed in mailbox daily.
2. Assist with departmental projects, including programs, development and fundraising.
 - a. Enter daily volunteer hours into database.
 - b. Prepare finance department statements for mailing.
 - c. Assist with preparing mail for the development department.
 - d. Assist in the assembling and mailing of donor thank you cards, including operating the postage machine.
3. Provide excellent customer service to all Central California Food Bank customers including clients, staff, donors, logistics personnel, agency personnel, volunteers, board members, and the general public.
 - a. Engage in the following tasks or behaviors that represent excellent customer service: timely responses, punctuality, and attendance, treating others with respect, distributing quality product, being knowledgeable and providing accurate information, and using appropriate non-verbal and verbal communication
 - b. Represent and advocate for the organization in the community

Minimum Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made in accordance with the ADA to enable individuals with disabilities to perform the essential job functions.

1. College degree preferred
2. Basic computer skills and ability to learn new software program.
3. Excellent customer service
4. Ability to work independently, as well as work well with others, including CCFB staff and volunteers.
5. Must pass background check, as needed.
6. Ability to stand or sit for extended periods of time.
7. Ability to maintain confidentiality where necessary.
8. Ability to effectively communicate (written and oral) and work well with a variety of stakeholders from different socioeconomic and cultural backgrounds.
9. Ability to adapt to quickly changing business environment including learning and applying new training and knowledge.

Benefits

- This position is not eligible for benefits

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations will be made in accordance with ADA to enable individuals with disabilities to perform the essential job functions.

This position is located at a warehousing/distribution facility. With warehouse and truck traffic in the facility and grounds, a few steps to walk up into the facility and product stacked and stored throughout, this position requires someone who is mobile and who can watch for traffic and normal hazards of a warehouse environment. While performing the job duties of this job, the employee is regularly required to sit, talk, and hear. The employee frequently is required to stand, walk and/or reach with hands and arms. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Must be able to use a computer to track detailed data, write reports and receive information; must be able to communicate by phone and in person; must be able to drive to and from meetings, events, and to run errands.

Central California Food Bank is an at-will employer. This means that employment can be terminated at-will by the company or employee and such termination can be made with or without notice.

Central California Food Bank

Job Description Acknowledgement

Job Title: Receptionist
Reports To:
FLSA Status: Non-Exempt

Prepared By: HR Manager
Approved By: President/CEO
Approval Date:

By signing below I am acknowledging that I have received a copy of this job description.

I understand I am to become familiar with my job description's contents as it represents a brief summary of my job duties, which are not all-inclusive and are subject to change, with or without prior notice. I understand it is my responsibility to talk to my manager or Human Resources if I have any questions regarding my individual job responsibilities or any policies and procedures.

Further, I understand that signing this document does not constitute a contract of employment with Central California Food Bank.

Employee Name (Print)

Employee Name (Signature)

Date

*Central California Food Bank is an Equal Opportunity Employer.
Central California Food Bank is a proud member Feeding America.*