



Job Description

Job Title:	Receptionist
Classification:	Part-Time, Non-Exempt
Department:	Operations
Supervisor:	Eastern Idaho Branch Manager
Location:	Pocatello, Idaho
Posting Date:	Wednesday, April 15, 2015
Deadline:	Wednesday, April 29, 2015
How to Apply:	www.idahofoodbank.org

Job Summary:

Under the supervision of the Eastern Idaho Branch Manager, the Receptionist will provide telephone and in-person customer service reception for The Idaho Foodbank and support services to the work of the Eastern Idaho Branch, including clerical and other administrative activities.

Principle Duties and Responsibilities:

Reception/Front Desk

- Greet the public in a professional manner with proper telephone etiquette and personal greetings; provide excellent customer service in representing the Idaho Foodbank as first point of contact.
- Answer and operate multi-line telephone system, take messages, receive/send faxes and route calls and faxes or other materials to the appropriate staff.
- Announce and direct visitors, clients, and guests.
- Receive donations of food and money from walk-in donors.
- Assure tidiness and professional appearance of desk area, lobby, mail room, conference room and other common areas.
- Ensure knowledge of staff whereabouts and maintain accurate and complete sign-in/sign-out procedures for staff, vendors, and volunteers.
- Distribute mail and assist with mail preparation and delivery.
- Distribute food boxes and provide requested assistance and appropriate resource information.

Office Operations

- Order and maintain office, janitorial, and warehouse supplies.
- Keep accurate information, calendars, databases, spreadsheets, etc. in the areas of assigned responsibility.
- Support of internal organizational events and activities.
- Maintain knowledge of office equipment/systems as back-up support: faxes, copiers, printers, etc.
- Coordinate the repair and maintenance of office equipment.

Management Support

- Assist Management staff with overflow work: word processing, data entry, spreadsheets, and internet research tasks.
- Assist with general office functions as workload allows.
- Assist with volunteer group oversight as workload allows.
- Attend staff meetings and appropriate training as required.
- Perform all other duties as assigned.

Knowledge, Skills and Abilities Required:

- HS diploma or GED equivalency with 2 years of experience in the field or in related areas.
- Knowledge of customer service principles and practices.
- Professional, positive, enthusiastic demeanor: flexible, proactive, confident, resourceful, and efficient.
- Proficiency with MS Office, Outlook, internet research, and data entry; accurate typing skills and ability to learn new software.
- Ability to understand and operate a wide range of office technology and office equipment, including multi-line telephone system.
- Excellent verbal, written, and telephone communication and skills; ability to interact with the public in a positive manner.
- Strong organizational skills and the ability to manage competing priorities; sound judgment, self-directed, able to take initiative when appropriate and meet deadlines, attention to detail.
- Ability to lift a minimum of fifty (50) pounds.
- Willing to accept new responsibilities and assignments.
- Commitment to a culture of diversity and equality and to the organizational mission to end hunger.
- Flexible schedule and some weekends required.

Working Conditions

This work is performed primarily in an office environment while sitting at a computer terminal for extended periods of time. May involve periodic lifting and carrying of items that may weigh up to 50 pounds. May work outside normal working hours and drive own vehicle for various projects on a daily basis.

The Idaho Foodbank is an Equal Opportunity Employer.