



Job Description

Job Title: Administrative Assistant
Classification: Full Time, Non-Exempt
Department: Operations
Reports to: Eastern Idaho Branch Manager
Location: Pocatello, ID
How to Apply: <https://idahofoodbank.org/about/employment/>

Job Summary:

Under the supervision of the Eastern Idaho Regional Director, the Administrative Coordinator provides exceptional customer service and administrative support for The Idaho Foodbank's Eastern Idaho operations. This position serves as a key administrative support resource for staff, volunteers, and visitors by coordinating office operations, maintaining organizational records and databases, supporting donor and constituent data management through Raiser's Edge NXT, and providing administrative support for fundraising, volunteer, outreach, and community engagement activities. This position supports the efficient operation of the Eastern Idaho branch through strong organizational skills, accurate recordkeeping, and responsive administrative assistance to staff across multiple departments.

Knowledge, Skills and Abilities Required:

- HS diploma or GED equivalent with 2 years of experience in the field or in related areas.
- Excellent customer service and ability to work and communicate with people from all backgrounds.
- Excellent verbal, written, and telephone communication skills.
- Professional, positive, enthusiastic demeanor: flexible, proactive, confident, resourceful, and efficient.
- High organizational skills and attention to detail.
- Proven competencies in Microsoft Office products, including Internet, Word, Excel, Outlook, PowerPoint, and standard office equipment, including a multiline phone system.
- Comfortable with data entry and tracking.
- Ability to make presentations and develop reports that include data and technical information.
- Must be a strong independent worker as well as be able to work as a partner of a team.
- Must be 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.

Principle Duties and Responsibilities:

- Serve as the first point of contact for visitors, clients, donors, volunteers, and community members by providing professional customer service in person and by phone.
- Welcome and direct visitors, receive walk-in food and financial donations, and assist neighbors seeking food assistance by providing Emergency Food Bags and information on community resources.
- Maintain a clean, organized, and professional reception area, lobby, conference room, and other common spaces.
- Coordinate branch reception activities, including mail distribution, staff/vendor/volunteer sign-in procedures, and maintaining awareness of staff availability.

- Maintain accurate, organized, and current branch files, records, and required documentation.
- Complete monthly reports, including people-served counts for Eastern Idaho mobile pantries, and assist with compliance tracking for community partners, schools, and mobile pantry programs.
- Welcome, check in, and orient volunteers while ensuring adherence to organizational policies, food safety standards, occupational safety requirements, and appropriate attire.
- Support compliance with food safety, workplace safety, and regulatory requirements by maintaining accurate documentation, cleaning records, and applicable monitoring procedures.
- Order and maintain office, janitorial, and warehouse supplies, prepare branch purchase requests, and coordinate maintenance and repair of office equipment.
- Provide administrative support to branch leadership, including word processing, data entry, spreadsheets, internet research, and other office functions as needed.
- Assist with volunteer group support, internal organizational events, and other branch activities as workload permits.
- Attend required staff meetings, trainings, and professional development opportunities.
- Perform other duties as assigned.

Organizational & Event Support:

- Provide administrative support to Eastern Idaho staff members as needed.
- Assist staff with event preparation, registration, logistics, materials, and follow-up for fundraising events, community outreach activities, volunteer events, agency meetings, and other organizational initiatives.
- Maintain event records, registrations, sponsorship documentation, and attendee lists as directed.
- Prepare meeting materials, packets, signage, nametags, and other administrative materials.
- Maintain shared branch calendars, schedule meetings, reserve meeting spaces, and coordinate administrative logistics.
- Provide administrative support for branch-wide projects and departmental initiatives as assigned.

Development & Donor Database Support

- Maintain accurate donor, volunteer, and constituent records in Raiser's Edge NXT under the direction of Development staff.
- Enter and update donor contact information, gift records, communication preferences, and stewardship activities.
- Process donor acknowledgements, correspondence, and other administrative tasks as assigned.
- Track meetings, communications, and follow-up activities for development staff.
- Assist with event registration, sponsorship documentation, donor records, and event materials.
- Maintain confidentiality of donor and organizational information.

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 daily.

Food Safety:

- Commit to upholding policies, principles and best practices for food safety.

- Understand the personal responsibility to follow all safety policies and health rules, programs and procedures, to report all unsafe acts, environment or behaviors immediately and to always report safety issues, incidents or accidents immediately.

Employment Requirement

- Negative Drug Screen
- Successful Background Clearance

Disclaimer

This job description in no way states or implies that these are the only duties to be performed by the employee in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give assignments.

This position description excludes the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

THE IDAHO FOODBANK IS AN EQUAL OPPORTUNITY EMPLOYER.

I acknowledge receipt of a copy of this job description and understand its contents.

Employee Signature

Date