



## JOB DESCRIPTION

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<b>Position:</b>	<b>Front Office Receptionist</b>
<b>Department:</b>	Administration
<b>Type:</b>	Non-Exempt
<b>Reports to:</b>	Director of Volunteer Services
<b>Pay Range:</b>	\$18.81 - \$20.00 p/h

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### **About Food Share of Ventura County:**

Food Share is Ventura County's largest hunger-relief organization feeding 220,000 people with a staff of 35 employees, 3000 volunteers and a budget of \$8 million to distribute 20 million pounds of food annually. The non-profit organization was founded 43 years ago and is a member of Feeding America and the California Association of Food Banks.

### **Food Share Culture:**

Every day, a group of talented, passionate, committed, hard-working professionals come together to work on a common goal – to lead the fight against hunger in Ventura County. Specifically, our role is to improve the lives of those in need by providing fresh, nutritious food at no cost. Food Share's family of hunger-relief staff and volunteers work together with compassion, commitment and a shared belief that no one should go hungry in Ventura County. Food Share Ventura County was named twice one of the top places to work on the Central Coast by the *Pacific Coast Business Times* and also received the Non-Profit Readers' Choice Award Winner by the *Ventura County Star* in both 2021 and 2022.

### **Job Summary:**

The Front Office Receptionist has an integral role in the customer service and organizational strength of the company by providing administrative support, greeting and directing visitors and answering and responding to calls and emails. This position is tasked with multiple administrative tasks while ensuring Food Share staff, volunteers, vendors and clients have adequate lines of support, communication and information to operate efficiently.

### **Essential Functions:**

- Preside during operating hours at the front reception desk and cover reception, walk-in and telephone inquiries.
- Respond to administrative, operations, development and volunteer requests as received.
- Respond to incoming phone calls, emails and phone messages promptly

- Greet visitors and volunteers and direct them to the appropriate locations as needed
- Support data entry and other clerical functions to other departments as needed
- Receive food drive and gleaning requests from the public and provide required information to operations and development for handling
- Receive incoming package deliveries and notify and/or deliver to recipients
- Track office supplies and place orders when needed
- Submit timely reports as assigned and other projects
- Oversee cleanliness of reception area, volunteer break area and restroom and request facilities assistance as needed
- Assist Director of Volunteer Services and other departments as necessary
- Other duties as assigned

**Job Qualifications:**

- 3+ years of experience in a clerical function in a supportive role
- Experienced communication skills both written and oral
- Ability to multi-task and prioritize projects
- Ability to interact with all levels of Food Share staff, donors, clients, vendors and volunteers
- Basic computer skills in the Microsoft suite of programs
- Familiarity with office procedures
- High School Diploma or equivalent
- Bilingual Spanish/English skills desirable

**Department Requirements:**

- All Food Share staff are required to be organized and efficient at prioritizing projects
- All Food Share staff need to have the ability to work with and manage volunteers to maximize efficiency;
- All Food Share staff needs to have exemplary customer service skills to communicate with all food bank stakeholders.

**Physical Requirements**

- Ability to lift up to 50 pounds
- Ability to sit or stand for extended periods of time

*Food Share embraces a philosophy that recognizes and values diversity. Our goal is to attract, develop, retain and promote a talented, diverse workforce in a culture where all employees contribute to their fullest potential.*

*The above description reflects the general details considered necessary to describe the principal functions and duties as required for the job and shall not be construed as a detailed description or task list of all work requirements that are inherent to the job. The job description is subject to change, and additional responsibilities may be assigned according to operational needs.*