



## Position Overview

Receptionist

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Marion-Polk Food Share is the regional food bank leading the fight to end hunger in Marion and Polk Counties. Support from our local community makes it possible for the Food Share to collect and distribute nutritious food for children, adults and seniors through more than 100 partner programs, including food pantries, meal sites and home-delivered meals and to carry out programs to address the root causes of hunger.

The mission of Marion-Polk Food Share is ***“Leading the fight to end hunger in Marion and Polk counties, because no one should be hungry.”***

### **At the Food Share, our commitment is to:**

- *Treat all people as our neighbor*
  - *Value diversity and strive for inclusion*
  - *Listen first and seek to understand*
  - *Focus on shared goals*
  - *Encourage creativity and be willing to take risks*
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**Statement of Purpose:** To provide a warm, welcoming, helpful and professional atmosphere to all who come into contact with Marion-Polk Food Share.

**Summary of Role:** Welcomes visitors, volunteers and community partners to Marion-Polk Food Share, trains and mentors Vocational Program front desk trainees and provides general office assistance.

### **Core Areas of Responsibility**

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- *Lead Receptionist, providing warm, welcoming front desk coverage for the Food Share.*
- *Schedules, trains and mentors Vocational Participants assigned to the front desk.*
- *Assists in tracking all incoming funds and provides clerical support to staff as needed.*

*This position has no supervisory responsibilities but does provide training and support to volunteers and Vocational Training Participants.*

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## Position Description

Receptionist

### Areas of Responsibility, Evaluation and Essential Functions:

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- **Lead Receptionist, providing warm, welcoming front desk coverage for the Food Share.**
  - Professionally welcomes visitors, guests, volunteers and community partners to Marion-Polk Food Share and connects them to the appropriate person or resource.
  - Answers incoming phone calls warmly and professionally, connects caller to appropriate staff and makes referrals to community agencies as needed.
  - Maintains a work environment conducive to good community partnerships and programs.
  - Supports and shares Marion-Polk Food Share's mission and represents the agency professionally to the public.
- **Schedules, trains and mentors Vocational Participants assigned to the front desk.**
  - Provides and models excellent customer service for internal and external staff, volunteers and community members.
  - Trains and mentors front desk vocational training program participants.
  - Schedules hours for self and vocational staff to ensure consistent front desk coverage during the hours of 8-5, Monday through Friday.
  - Maintains the consistency of the front desk as vocational participants enter and depart the program.
- **Assists in tracking all incoming funds and provides clerical support to staff as needed.**
  - Receives incoming mail, sorts and distributes to appropriate staff.
  - Coordinates conference room schedules and other resources.
  - Assists in preparation of print materials, mailings, newsletters, etc. and provides general administrative support as needed.
  - Accurately records all incoming financial donations and coordinates with Finance and Development Departments to ensure correctness.
  - Accurately and efficiently processes and records credit card, check and cash transactions.
  - Tracks office supply inventory and reorders when needed.
  - Assists in ordering LogoWear, name tags and name plates for new staff.
  - Ensures the cleanliness of front lobby and kitchen and that the front office and is open on time each morning and closed securely each night.
- Other duties as assigned<sup>i</sup>

### Education and/or Experience; Certificates,/Licenses/Registrations:

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- Two years of reception experience providing excellent customer service in an office setting, required.
- Prior cash counting, A/R experience preferred.
- Bi-lingual a plus.
- Intermediate experience in Microsoft Office software including Word, Excel and Outlook.



- High school diploma or equivalent.
- Must pass pre-employment drug screen and full background check.

**Necessary Knowledge, Skills and Abilities:**

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- Excellent customer service skills and the ability to provide a warm, welcoming office experience.
- Excellent written and verbal communication skills, with the ability to clearly communicate to all levels of the organization.
- Ability to handle a constantly changing structure and staffing support.
- Ability to handle constant interruptions.
- Excellent organizational skills required. Ability to successfully balance multiple projects, prioritize effectively and quickly respond to constantly shifting needs.
- High degree of personal integrity, reliability and work ethic.
- Proven, reliable, dependable track record with attendance.
- Excellent interpersonal skills both on the phone and in person.
- Embraces diversity and is committed to creating an inclusive environment for all.
- Must possess basic math skills.
- Able to work well under pressure.
- Able to work in a safe, accurate, timely and efficient manner.

**Job Conditions:**

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Work may be performed seated for prolonged periods of time in a professional office environment. PC, keyboard, phone and other office equipment will require constant use of hands and arms. Will help set up for meetings and events. May lift, move and carry objects up to 30 pounds, such as boxes containing materials and other supplies. May work outside normal working hours, such as evenings and weekends on occasion to assist with special events.

|                             |  |                              |                 |
|-----------------------------|--|------------------------------|-----------------|
| <b>Title</b>                | Receptionist   | <b>Department</b>            | Administration  |
| <b>FLSA</b>                 | <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non Exempt   | <b>Starting Pay Range</b>    | \$11.58-\$13.32 |
| <b>Status</b>               | <input type="checkbox"/> Full Time <input checked="" type="checkbox"/> Part Time | <b>Hours Per Week</b>        | 20              |
| <b>Reports to</b>           | Director of Engagement & HR  | <b>Date of Last Revision</b> | 7/12/18         |
| <b>Alternate Title(s)</b>   | Front Desk Assistant   |                              |                 |
| <b>Volunteer Signature</b>  |  |                              |                 |
| <b>Supervisor Signature</b> |  |                              |                 |
| <b>HR Signature</b>         |  |                              |                 |



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<sup>i</sup> *This job description does not list all the duties of the job. You may be asked to perform other duties. You will be evaluated in part based upon your performance of the tasks listed in this job description. MPFS has the right to revise this job description at any time. The job description is not a contract for employment.*

*To perform this job successfully, an individual must be able to perform each essential duty and physical demand satisfactorily with or without a reasonable accommodation. EOE.*