



- I. **JOB TITLE:** **Front Desk Receptionist**
Reports to: Business & Employee Relations Manager
Location: Birmingham, AL
Salary Range: \$13 per hour, limited benefits
Status: Non-Exempt
Type: Part- time, 29 hours per week

II. **JOB FUNCTION**

The Front Desk Receptionist will greet visitors, assist with signing-in volunteers, answer and direct calls and perform basic data entry. Assistance is needed between the hours of 8:30 am – 3:30 pm, Monday – Thursday and 8:30 am – 2:30 pm Friday.

III. **BACKGROUND**

The Community Food Bank of Central Alabama is a nonprofit, tax exempt charity. We feed people in need today and foster collaborative solutions to end hunger tomorrow. We accomplish this mission by supplying 16+ million meals a year to 250+ food pantries, shelters, and children’s programs in 12 counties of Central Alabama. We also create healthy food access through direct service programs. For example, we feed children at risk of hunger during school breaks, deliver fresh produce and other staples to residents living in isolated communities and provide food to under-nourished mothers of critically ill infants through on-site hospital food pantries.

IV. **DUTIES AND RESPONSIBILITIES**

- As the first point of contact for the organization, demonstrates a professional demeanor in all interactions with visitors, volunteers, Board members, donors, and agency representatives. Manages controlled access of front door. Welcomes visitors, determines the nature of business and announces visitor to appropriate staff member.
- Answers and directs incoming calls to appropriate personnel; provides callers with information on the organization including address, directions, overall workings of the food bank, and questions about food assistance. Takes and delivers messages; exemplifies the organizational values of respect, responsiveness, and professionalism.
- Receives, sorts, and routes all incoming mail in a timely and efficient manner in order to support staff and operations.
- Inputs data from multiple sources including volunteer tracking, donations, agency monthly reports, and agency payments. Displays proficiency, efficiency, and attention to detail with data entry; and displays the ability to manage multiple ongoing tasks with varying deadlines.
- Generates and mails all thank you letters to donors.
- Manages emergency food distribution and receives donations. Works with clients in need of emergency food assistance to provide them with a one-time supply of food (must be able to lift 15 lbs.) and with information on where to get further assistance. Receives food and milk donations that arrive at the front door and delivers them to the appropriate location in the warehouse.
- Other tasks as assigned.

V. **QUALIFICATIONS**

- Excellent communication, organization, and telephone skills are mandatory.
- Professional, friendly demeanor.
- Ability to handle multiple priorities and meet deadlines.
- Ability to work independently and with staff to achieve goals.
- Knowledge of Microsoft Office, including Outlook.
- Education: Minimum of two years' post-high school relevant work experience in office administration.
- People person with an outgoing, professional demeanor.
- Ability to handle multi-line phone system.
- Ability to input data accurately and within proscribed timeframe.

VI. **ESSENTIAL PHYSICAL REQUIREMENTS**

- Ability to process information through a computer system.
- Ability to talk and hear in order to communicate with diverse constituents and staff.
- Ability to read, count and write to accurately complete all documentation.
- Ability to use hands to handle or feel items such as documents.
- Close vision, color vision and ability to adjust focus is needed.
- Ability to sit, stand, walk and reach with hands and arms and lift up to 15 pounds.
- Ability to drive motor vehicles.
- Ability to work varied hours/days to oversee responsibilities.
- Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all- inclusive. Employees will follow other instructions and perform other related duties as required.

Community Food Bank of Central Alabama is an equal opportunity employer and provider.

This job description does not constitute a contract.

I have read the above job description. I meet the qualifications and can perform the duties as described.

Applicant Signature

Date