



RECEPTIONIST - OPERATIONS Position Announcement

**Application Dates:
January 30th – February 7th**

(Note: Resumes will be reviewed on a rolling basis until position is filled or deadline.)

ABOUT US:

Since 1981, the Foodbank of Southeastern Virginia and the Eastern Shore, a member of Feeding America™ and the Federation of Virginia Food Banks, has been providing food for hungry people throughout Southeastern Virginia and on the Eastern Shore. In our mission to lead the effort to eliminate hunger in our community, the Foodbank has distributed over 290 million meals throughout our 4,745 square mile service area, which includes the cities of Norfolk, Portsmouth, Chesapeake, Suffolk, Franklin and Virginia Beach as well as the counties of Southampton, Northampton, Sussex, Isle of Wight and Accomack. During the 2017-2018 fiscal year, the Foodbank distributed nearly 15 million meals to food insecure individuals in the community through a robust network of partner agencies and program sites. Our current work to address the short-term needs for food access and long-term needs related to root causes of food insecurity is guided by a strategic plan, which can be accessed via our website at <https://foodbankonline.org/strategic-plan/>.

POSITION OVERVIEW:

- As the Foodbank Receptionist, you will be the first point of contact for our charitable organization. Our Receptionist's duties include offering administrative support across the organization. You will welcome guests, clients, volunteers who visit the Foodbank. You will also coordinate front-desk activities, including distributing correspondence and redirecting phone calls. You will be assisted and provide oversight to volunteer receptionists on a regular basis.
- The receptionist monitors lobby/visitor access and maintains security awareness. Operates a multi-line telephone system to answer incoming calls and directs callers to appropriate personnel and or agencies. The receptionist performs a variety of clerical duties; receives food and monetary donations delivered to the Foodbank lobby. As the receptionist, you will oversee the distribution of incoming and outgoing mail. When mail arrives, the receptionist sorts it, and routes it to the appropriate Foodbank employees.

RESPONSIBILITIES:

- Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.
- Acts as information point for location and schedule of all staff and volunteers.
- Monitors the Weekly FYI message and PTO calendar to efficiently route clients, volunteers and visitors doing business with the Foodbank.
- Answers incoming telephone calls, determines purpose of callers, and forward calls to appropriate personnel, department, voice mail, or assists as appropriate.
- Assists Nutrition Department with processing pick-tickets for the Backpack Kid's Café

programs.

- Receives sorts, and routes mail; operates postage meter; and prepares outgoing mail.
- Maintains fax machines, assists users, sends and retrieve faxes, and routes incoming faxes.
- Creates and prints memos, correspondence, reports, and other documents when necessary.
- Performs clerical duties, such as filing, photocopying, and collating.
- Receives agencies' payments, logs receipts, and answers routine questions about account balances.
- Commit to and understand the Foodbank's mission. This includes active participation in sharing the mission, vision and values of the organization, internally and externally, creating a culture of active philanthropy for and through all staff.
- Supervise volunteers during tasks/assignments and show/share responsibility for the overall Volunteer Experience at the Foodbank.

WORK HOURS/SHIFT:

- Monday-Friday; full-time, 7:30am – 4:30pm

EDUCATIONAL ACHIEVEMENT:

- Minimum: High school diploma or equivalent
- Preferred: 2 year degree or specialized office training

WORK EXPERIENCE:

- Minimum: 1 year related experience and/or training
- Preferred: 2 years professional office experience

REQUIRED SKILLS, ABILITIES & CERTIFICATIONS/LICENSES:

- Experience operating a multi-line telephone system
- Excellent written and verbal communication skills
- Positive & professional demeanor
- Ability to work effectively with frequent interruptions
- Strong work ethic
- Excellent interpersonal skills
- Ability handle confidential and/or sensitive information on a daily basis
- Exceptional organizational skills
- Ability to prioritize tasks and manage time effectively
- Proficiency in Microsoft suite.

PREFERRED SKILLS, ABILITIES & CERTIFICATIONS/LICENSES:

- Familiar with DonorQuest and/or Fundraising Software

PHYSICAL DEMANDS:

While performing duties of this job, the employee may be required to do the following when working in the office or warehouse environment:

- The employee must, at times, lift and/or move up to 25 pounds when handling donations, documents and files in a mixed office and warehouse.
- Specific vision abilities required by this job include close vision while working with documents, computer screens, and filing.
- Regularly required to talk and hear when communicating with employees, donors, and clients.
- The use of hands and fingers are necessary to handle or feel documents and keyboards.

COMPENSATION AND BENEFITS:

A competitive salary with paid time off, matching retirement contributions, and employer-sponsored health benefits for individuals and their families are just a few of the incentives that make this an exciting opportunity.

The Foodbank of Southeastern Virginia and the Eastern Shore is an Equal Opportunity Employer. The Foodbank encourages applications from qualified persons of every race, ethnicity, national origin, religion, sex, age, veteran status, sexual orientation, and disability.

How to apply: If this sounds like the opportunity for you to serve our community and help eliminate hunger, please send a cover letter, resume and 5-year salary history to orfrecruiting@foodbankonline.org.