



## **LOAVES & FISHES**

Groceries for Neighbors in Need

Job Title: **Receptionist**

FLSA Status: Part-time Non exempt

Reports to: Director of Finance

Supervises: None

Revision Date: September 28, 2018

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### **POSITION SUMMARY:**

The Receptionist serves as the first Loaves & Fishes contact for donors, referring professionals, clients and all others phoning or coming into the office. This position is responsible for taking client information from those referring caseworkers, and interacting with compassion and dignity with clients who are in crisis situations. The Receptionist directs phone calls and visitors to the appropriate staff member. This position acts as the first interface between the pantries and the main office for client services.

### **ESSENTIAL FUNCTIONS:**

1. Answer the main office telephone and direct calls to the appropriate staff member or voicemail.
2. Take referrals by phone from professionals and agency caseworkers who have not been issued agency codes.
3. Assist current and potential clients who call with questions or issues concerning referrals.
4. In cooperation with the Volunteer and Food Drive Coordinator, assist donors with how and where to take food donations.
5. Answer pantry volunteers' questions about the clients who have been referred.
6. Assist pantry volunteers with obtaining their client lists in the event that they are unable to access the list on-line.
7. Process and mail EFSP gift cards as necessary.
8. Create and update the Pantry Schedule and Agency Notices in the client database.
9. Assist Phone Center volunteers with their questions/problems with database entries.
10. Assist Administrative Assistant and Director of Finance as needed.
11. Attend staff meetings, staff trainings and other meetings as needed.
12. Represent the organization as requested by the Executive Director.
13. Participate in and support Loaves & Fishes' fund raising efforts.

### **QUALIFICATIONS:**

1. High school degree or equivalent
2. Professional telephone presence. Ability to speak Spanish is a plus.
3. Ability to use Microsoft Office spreadsheets and word processing; ability to learn proprietary FishNet database
4. Ability to work at a desk

5. High energy, positive, “can-do” attitude, flexibility, teamwork, and attention to detail; high degree of initiative and an ability to manage multiple tasks and projects at a time
6. Ability to work with sensitivity and without discrimination towards peoples of diverse cultures, races/ethnicities, socio-economic positions, ages, religions, genders, physical/mental challenges/disabilities, and sexual orientations
7. A passion for the mission of Loaves & Fishes is essential.

**To apply, please use Receptionist in the subject line and email a cover letter and resume to [HR@loavesandfishes.org](mailto:HR@loavesandfishes.org).**