



Receptionist Job Description

POSITION: Receptionist
DEPARTMENT: Administration
HOURS: 8:00am – 5:00pm, Monday-Friday, with evenings and weekends as needed

POSITION SUMMARY:

The receptionist position is the face of the organization to the public and sets a friendly, helpful, and accommodating manner both in person and over the phone. This busy, high-visibility role requires the ability to multi-task and quickly prioritize. A key component of the role is to help create a positive Montgomery County Food Bank image and experience.

DUTIES AND RESPONSIBILITIES:

- Greets and assists volunteers, visitors, partner agencies, vendors, and employees.
- Assures Volunteer Lounge is maintained, organized, and stocked with products as needed.
- Assist with data in the volunteer management database to accurately track attendance, hours, and recognition programs for all volunteers.
- Assures all volunteers have current waiver documentation on file.
- Assist with individual food donations and provides donation receipts.
- Coordinates Community Service volunteers to include food donations, and court-required documentation. Works closely with the county clerk contact to ensure appropriate required documentation is completed and received.
- Answers all inbound switchboard calls.
 - ❖ Provides pantry information to people needing food assistance.
 - ❖ Answers inquiries about volunteering opportunities and food drives.
 - ❖ Directs other calls as appropriate.
- Manages supplies, office machine servicing needs and ordering for the office and volunteer areas.
- Create and update electronic documents and Information for internal or external communications – memos, emails, and reports.
- Manages outbound postal mail.
- Accepts credit card donations via the phone when needed.
- Generates and mails invoices when needed.
- Prepares donation acknowledgment letters for the development department for mailing.
- Operations Support
- Assist operations to create and distribute picklists for Buddy Backpack and school pantries.

- Assist operations to create and print order packing lists.
- Participate in special projects and other duties as assigned
- Documents direct product pick up and Red-Barrel donations via Feeding America portal.
- Other duties as assigned.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in-group problem solving situations; uses reason even when dealing with emotional topics.

Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

Customer Focus - Promotes customer focus; establishes customer service standards; provides training in customer service delivery; monitors customer satisfaction; develops new approaches to meeting customer needs.

Achievement Focus - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; recognizes and acts on opportunities; takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

KNOWLEDGE AND SKILLS REQUIRED:

- Proficient Office 365 – SharePoint, Word, Excel, PowerPoint, Outlook
- Bilingual (Spanish) preferred.
- Knowledge of general office machines, telephone systems, printers/scanners.
- Exceptional interpersonal skills.
- Flexibility and adaptability
- Exceptional Customer Service skills
- Ability and willingness to work cooperatively with people from diverse backgrounds.
- Must exercise a high level of professionalism, integrity, respect, and collaboration.
- Ability to multitask and prioritize tasks
- Professional telephone skills, time management, organized, and attention to detail.

COMPUTER EQUIPMENT AND SOFTWARE REQUIREMENTS:

- MS Office Suite proficient.
- Database knowledge preferred

EDUCATION AND EXPERIENCE REQUIRED:

- High School diploma
- 2 Years - Administrative/Clerical experience

TRAVEL REQUIREMENTS:

- Travel: No

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Full-time position
- Duties are performed indoors, outdoors and in an office environment
- Interaction is required with other personnel, clients, and other external parties

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Most functions are performed while seating at a desk or standing up.
- Individual shall require standing for longer periods.
- On a regular day individual might be required to lift up to 30 lbs. of weight (i.e. document files, copy paper, food boxes etc.)

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

DISCLAIMER:

Montgomery County Food Bank is an Equal Opportunity Employer and employment “at will” organization. This job description does not imply or constitute an offer of employment.