



**Job Title:** Receptionist  
**Reports To:** Executive Assistant  
**FLSA Status:** Full-time, Non-Exempt

**Prepared By:** HR Manager  
**Approved By:** Co-CEO  
**Pay Rate:** \$17.75

Central California Food Bank is dedicated to ending hunger in the Central Valley. We provide food to more than 200 agencies in Fresno, Madera, Kings, Kern and Tulare Counties and serve over 280,000 people each month totaling over 38 million pounds of food served in fiscal year 2016, and 40 million pounds in 2019.

The **Receptionist** is charged with greeting and interacting with volunteers, visitors, and guests at Central California Food Bank. The **Receptionist** is also responsible for answering phone calls, maintaining sign-in policies, preparing mailings, various agency correspondence, and assisting with departmental projects. These functions are designed to enhance and support the overall mission of Central California Food Bank.

The following is a list of major duties and responsibilities for this position. It is not all-inclusive. Other duties and responsibilities may be added as needed and, in addition, management as appropriate may modify this job description.

### **Essential Duties and Responsibilities**

1. Greet and assist volunteers, visitors, drivers and mail services.
  - a. Ensure all visitors sign-in and necessary staff is paged upon arrival.
  - b. Answer front desk phones and direct calls to appropriate staff.
  - c. Accept deliveries (UPS/FedEx/Office Depot/Staples) and contact appropriate staff.
  - d. Ensure outgoing mail is placed in mailbox daily.
2. Assist Development department with data entry and maintaining donor database
  - a. Enter in financial information into donor accounts
  - b. Updating donor contact information
  - c. Moderate data entry responsibilities for other departments
  - d. Assist in the assembling and mailing of donor thank you cards and letters, including operating the postage machine.
3. Front office supply inventory and cleanliness
  - a. Keep breakroom and Print room cleaned and stocked
  - b. Cleaning of the front lobby, desk, lobby doors and furniture daily.
4. Provide excellent customer service to all Central California Food Bank customers including clients, staff, donors, logistics personnel, agency personnel, volunteers, board members, and the general public.
  - a. Engage in the following tasks or behaviors that represent excellent customer service: timely responses, punctuality, and attendance, treating others with

respect, distributing quality product, being knowledgeable and providing accurate information, and using appropriate non-verbal and verbal communication

- b. Represent and advocate for the organization in the community

### **Minimum Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made in accordance with the ADA to enable individuals with disabilities to perform the essential job functions.

1. High School diploma required. College degree is a plus
2. Efficient in the following computer programs and ability to learn new software program.
  - o Excel
  - o Word
  - o Microsoft Office
3. Excellent customer service
4. Strong time management skills
5. Ability to multitask in a busy and fast paced environment
6. Ability to work independently, as well as work well with others, including CCFB staff and volunteers.
7. Must pass background check, as needed.
8. Ability to stand or sit for extended periods of time.
9. Ability to maintain confidentiality where necessary.
10. Ability to effectively communicate (written and oral) and work well with a variety of stakeholders from different socioeconomic and cultural backgrounds.
11. Ability to adapt to quickly changing business environment including learning and applying new training and knowledge.

### **Benefits**

- This position is eligible for benefits

### **Physical Requirements:**

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

This position is located at a warehousing/distribution facility. With warehouse and truck traffic in the facility and grounds, a few steps to walk up into the facility and product stacked and stored throughout, this position requires someone who is mobile and who can watch for traffic and normal hazards of a warehouse environment. While performing the job duties of this job, the employee is regularly required to sit, talk, and hear. The employee frequently is required to stand, walk and/or reach with hands and arms. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Must be able to use a computer to track detailed data, write reports and receive information; must be able to communicate by phone and in person; must be able to drive to and from meetings, events, and to run errands.

*Central California Food Bank is an at-will employer. This means that employment can be terminated at-will by the company or employee and such termination can be made with or without notice.*

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**Central California Food Bank**

Job Description Acknowledgement

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By signing below I am acknowledging that I have received a copy of this job description.

I understand I am to become familiar with my job description's contents as it represents a brief summary of my job duties, which are not all-inclusive and are subject to change, with or without prior notice. I understand it is my responsibility to talk to my manager or Human Resources if I have any questions regarding my individual job responsibilities or any policies and procedures.

Further, I understand that signing this document does not constitute a contract of employment with Central California Food Bank.

\_\_\_\_\_  
Employee Name (Print)

\_\_\_\_\_  
Employee Name (Signature)

\_\_\_\_\_  
Date

*Central California Food Bank is an Equal Opportunity Employer.  
Central California Food Bank is a proud member Feeding America.*