



Administrative Resource

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

**Prepared By:** HR Manager  
**Approved By:** Co-CEO  
**Pay Rate:** \$18.00 per hour

### **About Central California Food Bank:**

Central California Food Bank (CCFB) is the region's largest nonprofit organization focused solely on ending hunger. CCFB has experienced tremendous growth since its beginning in 1992 and now serves at the center of a vast network of more than 260 member partners, including schools, churches, community kitchens and more to provide nutritious food to our neighbors in need throughout Fresno, Madera, Tulare, Kings, and Kern counties. Through our comprehensive hunger-relief programs and services, we distribute nearly 60 million pounds of food to families in need each year, serving over 320,000 people each month, including more than 100,000 children across our service area.

### **Position Summary:**

The Administrative Resource Specialist is the warm, welcoming face and voice of Central California Food Bank. This front-facing position goes beyond traditional administrative duties, you are a connector, a resource, and a relationship builder. You greet every guest, volunteer, partner, and neighbor with kindness, ensuring each interaction supports our mission to fight hunger and strengthen community connections. This position also provides essential administrative support to the Development Team, including data entry, mailings, and maintaining a clean and organized front office environment.

### **Essential Duties and Responsibilities:**

**1. Welcome & Engage Community Members:** - Greet and assist all visitors, volunteers, drivers, and guests warmly and professionally. - Ensure all visitors sign in and are connected promptly with appropriate staff. - Serve as an information resource for our programs, services, volunteer opportunities, and partnerships. - Represent and advocate for Central California Food Bank in all community interactions.

**2. Manage Front Desk & Communication:** - Answer front desk phones; direct calls and messages to appropriate staff. - Accept deliveries (UPS, FedEx, etc.) and notify relevant staff. - Process outgoing mail daily. - Maintain cleanliness and organization of the front lobby, breakroom, and print room.

**3. Support Development & Data Management:** - Assist the Development team with accurate data entry and maintaining donor records. - Enter financial data and update donor contact information. - Prepare, assemble, and mail donor thank you letters and other correspondence; operate postage machine as needed. - Provide moderate data entry support for other departments as required.

**4. Community Engagement & Relationship Building:** - Build rapport with visitors; learn names and stories to create a welcoming environment. - Identify ways to enhance visitor experiences and share feedback with leadership. - Support small outreach efforts or events such as tours or informational sessions when needed.

**5. Customer Service Excellence:** - Provide excellent service to neighbors, staff, donors, logistics personnel, agency representatives, volunteers, board members, and the public. - Demonstrate punctuality, timely responses, respectful interactions, and professional communication.

**6. Other Duties as Assigned:** - Perform other tasks and responsibilities as needed to support daily operations and the organization's mission.

### **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 programs.
  - Excel
  - Word
  - Microsoft Office
3. Excellent customer service
4. Bilingual in Spanish (Preferred)
5. Strong time management skills
6. Ability to multitask in a busy and fast paced environment
7. Ability to work independently, as well as work well with others, including CCFB staff and volunteers.
8. Must pass background check, as needed.
9. Ability to stand or sit for extended periods of time.
10. Ability to maintain confidentiality where necessary.
11. Ability to effectively communicate (written and oral) and work well with a variety of stakeholders from different socioeconomic and cultural backgrounds.
12. 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.*

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

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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