



A branch of Food Bank of the Rockies, a member of AMERICA

Part Time Volunteer Receptionist and Admin Assistant

Description

The primary focus of the Volunteer Receptionist is to provide front of house services to our partners, volunteers, visitors and vendors. The role involves manning the telephone switch board as well as ensuring that all visitors to the facility comply with security practices. It will also involve ad hoc administration duties as delegated. These may include data input into our CRM, assist with coordination of volunteers (sign in to the hub and bring volunteer to appropriate warehouse team member), and ensure cleanliness of office area.

Responsibilities

1. Use of the phone's switch board to send calls to appropriate people
2. Greet visitors, volunteers, and people in search of food
3. Aid with volunteer's sign in process
4. Prepare media kits for presentations
5. Answer and direct general inquiry phone calls and walk-ins
6. Welcome and direct visitors and contractors as required
7. General office duties including: photocopying, filing, scanning, printing, mail outs and archiving
8. Ensure confidentiality of the clients/donors is maintained at all times
9. Attend and complete relevant inductions and learning development training
10. Donor outreach (calling, soliciting donors, and data research)
11. Aid with Special Projects and WFBR events when needed

Requirements

1. Professional telephone manner
2. Ability to work unsupervised and have attention to detail
3. Ability to maintain client's privacy, dignity and confidentiality
4. Flexibility and willingness to assist where needed
5. Previous reception and admin experience is desirable
6. Experience with Microsoft Office including, Word, Excel, Power Point, Publisher, and Outlook a plus
7. Excellent verbal and written communication skills
8. Experience with handling phone calls, email correspondence and customer service skills
9. Can prioritize projects with daily duties while remaining organized and tasked orientated
10. Knowledge of food banking and the processes that are involved

Positive attitude, handle a fast paced environment, and carry a professional tone