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**POSITION:** Front Desk/Receptionist  
**REPORTS TO:** Administration & Board Liaison  
**STATUS:** Non-Exempt Part-Time

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For over thirty years, All Faiths Food Bank (AFFB) has offered food and hope to the hungry in Sarasota and DeSoto Counties. Our mission is, together with our partners, we provide healthy solutions to end hunger in our community. In 2019, AFFB helped feed more than 96,000 people through our network of more than 200 agencies and programs.

#### **GENERAL FUNCTION**

The **Front Desk/Receptionist**, as a member of the administrative team, will serve as the primary point of contact for all visitors to AFFB, whether by telephone or in person. This position is critical in ensuring that all visitors are welcomed compassionately, are provided with needed information, and/or directed to the appropriate staff member in a timely manner. Visitors include all AFFB constituencies, including clients needing food and/or information and referrals, volunteers, donors, board members, vendors, etc.

In addition, this position will provide general administrative support to the organization, that could include assistance with large mailings, with data entry into different software packages including donor management software and excel, managing office supplies and other administrative tasks as needed.

#### **MAJOR DUTIES AND RESPONSIBILITIES**

- **FRONT DESK/RECEPTIONIST**
  - Serve as the face of the food bank to all visitors, whether in person or via phone.
  - Answer calls to the main phone number and address individual needs, transferring the caller to the staff member or department, as appropriate
  - Greet all visitors making them feel welcomed
  - Handle mailing of outgoing documents and packages
- **OFFICE ADMINISTRATION**
  - Manage office supplies' ordering and receiving processes
  - Assist in all large mailings by stuffing and running through postage meter
  - Provide administrative support to other departments, as needed and as approved by the Office Manager
  - Open and sort mail
- **PROGRAM SUPPORT**
  - Assist in printing and collating of all bulk program materials, including but not limited to: Cooking Matters, Sprout, children's' programs, Mobile Pantries, Summer programs, and general distribution schedules

#### **SKILLS & PROFICIENCIES**

- Proficient in Microsoft Office Suite, particularly Outlook and Excel
- Database/CRM experience
- Strong written and verbal communication
- Ability to respectfully respond to all types of clients of the food bank
- Ability to multi-task and prioritize projects
- Proactive and team-oriented
- Committed to the mission and vision of AFFB