

## Second Harvest Food Bank of Central Florida Job Description

**Title:** Receptionist

**Job Group Category:** Operations

**Unit:** Reception

**Direct Reports:** NA

**Reports to:** Volunteer Manager

**Labor Grade:** NE-1

**Date of Last Revision:** 11/05/15

### **Position Summary:**

The Receptionist is the first impression to all Second Harvest Food Bank's walk-in guests, visitors, volunteers and donors. Ensures each guest, visitor, volunteer and/or donor is greeted with a warm smile and welcoming personality. Ensures the appropriate SHFB staff person is contacted and made aware of the guest, visitor, volunteer or donor and/or they are shown to the appropriate meeting room.

### **Principal Duties & Responsibilities:**

#### **Reception**

- Greet walk-in guests, visitors, donors, meeting attendees
- Provide directions, assistance and answer questions as appropriate
- Promptly answer telephone calls and provide assistance as appropriate
- Support the Volunteer Food Drive Assistant as needed; input volunteer data into volunteer database
- Help sign off on volunteer hour forms as needed
- Keep the reception area clean and welcoming
- Ensure the Welcome Board is updated each morning
- Keep calendar of on-site events
- Be aware of employees' on and off-site scheduling
- Receive mail, FedEx, UPS and advise staff of packages received
- Participate in special projects as necessary
- Perform other duties as assigned

#### **Job Specifications:**

- High School Diploma
- Commitment to the alleviation of hunger
- Proficient in planning, organizing and problem-solving
- Able to work well with handling multiple situations at once
- Demonstrated people skills
- Excellent customer service/hospitality skills
- Excellent written and oral communication skills
- Proficient in Word & Excel

### **Competencies:**

#### **Attention to Detail**

- Double checks work for accuracy
- Verifies data or information before presenting it
- Carefully reviews their written work for any mistakes

#### **Customer Focus**

- Continually improves processes in order to meet and exceed customer expectations
- Actively identifies internal and external customer needs
- Tries to improve processes by carefully listening to customers

**Decision-Making Ability**

- Establishes priorities decisively for themselves and others
- Works positively and effectively in highly confused or ambiguous circumstances
- Quantifies the influence that major decisions are likely to have

**Dependability**

- Maintains “heart” and the courage of their convictions, even when the going is difficult
- Takes responsibility for their own actions
- Meets objectives, targets and deadlines

**Listening**

- Gives people complete attention when they are talking
- Lets people share their views and opinions before offering their own
- Listens to understand, rather than to reply

**Planning and Organizing**

- Sets aside time for thinking, planning, and action
- Designs flexible time into their day to re-schedule or re-prioritize
- Paces themselves so they can meet goals or deadlines

**Results Focus**

- Is quick to identify and put a stop to wasted effort or effort that does not produce valuable results
- Encourages people to think about whether all of their efforts are adding value
- Demonstrates consistent enthusiasm for achieving results

**Taking Initiative/Responsibility**

- Volunteers to help others without prompting
- Actively looks for increased responsibilities
- Is willing to be accountable for their decisions or actions

**Working Conditions**

Normal reception area environment

**Disclaimer:**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skill required of personnel so classified.

**Review/Approval: Name:**

**Date:**