



FOOD FOR LANE COUNTY JOB DESCRIPTION

POSITION TITLE: Administrative Assistant

RESPONSIBLE TO: Director of Equity, People, and Culture

HRS PER WK: 40 hours/week

CLASS: Non-exempt

SALARY: 20.50+ (DOE) [additional \$1 bilingual differential for Spanish fluency]

BENEFITS: Eligible for health, vision, and dental insurance the first of the month following 30 days of employment with other benefits eligibility after a 90-day mutual introductory period is completed.

The mission of FOOD For Lane County (FFLC) is to reduce hunger by engaging our community to create access to food. We accomplish this by soliciting, collecting, rescuing, growing, preparing and packaging food for distribution through a network of more than 150 social service agencies and programs; through public awareness, education and community advocacy; and through programs designed to improve the ability of low-income individuals to maintain an adequate supply of wholesome, nutrition food. We serve a diverse population of people living on limited incomes including children families, seniors and single adults.

SUMMARY OF POSITION: Provide excellent customer service to all community members and to staff in a professional, enthusiastic, courteous and compassionate manner; answer and direct all calls, greet visitors, provide referrals, and convey information to the public. This position will also provide administrative support to FFLC staff.

PRIMARY TASKS & RESPONSIBILITIES:

ANSWER PHONES and HELP MANAGE PHONE SYSTEM

- From the hours of 9am –4pm greet and direct phone guests in a prompt, professional and courteous manner
- Direct calls to appropriate staff, provide referrals to food pantries and other social services, and provide basic information to public as requested
- Work with supervisor to arrange for front desk support during lunch, breaks and as needed during sick days and vacations
- Work with supervisor to oversee phone system administration: recording, changing or updating messages

INFORMATION & REFERRAL

- Refer callers and visitors needing food assistance to appropriate social services offered by FFLC and other partner organizations
- Emergency Food Bags: prepare food bags once per week and/or on an as needed basis, take and record accurate information from client requesting food assistance. Provide food bag to client and information on resources. Communicate to client that this is a one-time service
- Ensure phone log is maintained and compile monthly statistics

- UniteUS: Respond in a timely manner to requests, follow up with clients, enter data, and refer clients to other agencies as needed

MANAGE LOBBY AREA

- From the hours of 9am –4pm greet and direct walk-in guests in a prompt, professional and courteous manner
- Receive and receipt food and cash donations from walk-in donors
- Become familiar with the procedures for receiving food donations in case a warehouse employee is unavailable
- Keep lobby/reception area clean and organized at all times. Includes sanitization of area and frequently used office supplies
- Keep front desk materials well organized (brochures, flyers, etc.)
- Print and replenish resource print-out's as needed, update as new versions come out from PAS
- Give incoming mail to designated Development staff for sorting and distribution; separate and prepare outgoing mail

ADMINISTRATIVE SUPPORT

- Maintain info email account by forwarding appropriate emails and messages daily, and responding to requests
- Assist Development staff with outgoing bulk mailings
- Create anniversary flyer for monthly display
- Create new employee photo collage for display on employee board
- Support other Admin staff with tasks as needed
- Communicate important information to Supervisor, other Admin Staff, and HR

OTHER TASKS & RESPONSIBILITIES:

- Coordinate closely with Supervisor to ensure appropriate workloads and adequate coverage of assigned tasks
- Actively demonstrate FFLC's values of compassion, collaboration, and inclusion
- Represent FFLC to the public with knowledge and respect
- Participate in staff functions including staff meetings, and events, when possible
- Keep desk area neat and organized
- Perform other duties as assigned by supervisor

SKILLS and QUALIFICATIONS:

- Exceptional phone and customer service skills
- Ability to work with people from a wide diversity of backgrounds
- Professional, thoughtful, and respectful verbal communication skills
- Friendly, compassionate, and respectful attitude
- Strong organizational skills with excellent ability to pay attention to detail
- Comfortable working in a fast-paced manner when necessary
- Capable of competently multi-tasking when necessary
- Take initiative to complete other tasks during slow times
- Proficient use of Microsoft Word, Excel, and Outlook
- Sensitivity to, and ability to maintain, confidential information

- Able to operate basic office equipment (copier, postage machine)
- English/Spanish bilingual preferred but not required – Spanish practical exam must be passed to qualify for differential pay

PHYSICAL:

Workday activities depending on the type of work needed for any day could include;

- Continuous speaking and hearing for interactions with coworkers. Continuous clarity of vision at 20 inches or less for normal daily computer tasks,
- Standing 21 to 50% of the workday,
- Sitting while working on office data entry and tasks 51 to 75%,
- Walking, changing positions could include 0 to 20 %,
- Carrying could include a range of 0-35 lbs., (food donations or office files and supplies)
- Lifting weight will range from 0 to 35 lbs., (food donations or office files and supplies)
- Pushing and pulling from 0 to 35 lbs., (food donations, office files, filing cabinet and supplies)
- Reaching and grasping to include overhead up to 0 to 40% of the day,
- Twisting may turn head, twist neck up to 10% of day; will twist upper torso and hips up to 45 degrees up to 10% of the day with/without lifting/holding objects,
- Repetitive motion of hands: consistent use of hands for keyboarding and data entry 51 to 80% of the day.

NOTE: Job descriptions are not intended to be and should not be construed as exhaustive lists of all responsibilities, skills, efforts, or working conditions associated with a job. They are intended to be accurate reflections of principal job elements essential for making fair pay decisions about jobs.

Reasonable Accommodations: Food for Lane County, complies with federal, state, and local laws regarding reasonable accommodations for applicants and employees with disabilities. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact Human Resources, hr@foodforlanecounty.org

FFLC is an Equal Opportunity Employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender, gender identity, age, national origin, marital status, genetic information, veteran status, diverse ability, or any other characteristic protected under local, state or federal law.

I have read the position description and acknowledge my understanding of the duties and responsibilities in the job description.

Employee Signature:

Date:

Manager Approval:

Date:

HR Manger:

Date: