

FOOD BANK OF THE SOUTHERN TIER
POSITION DESCRIPTION

POSITION TITLE: Administrative Assistant
DEPARTMENT: Community Impact
POSITION LEVEL: Junior Administrative Support

STATUS: Non-Exempt
W/C# / EEO#: 8810 / 5
GRADE LEVEL: 210

PRIMARY FUNCTIONS:

This position is responsible for creating a professional and welcoming environment for all staff, guests, and volunteers, as well as administrative support to the organization. Reliable attendance and punctuality are important aspects of this job. Primary duties include welcoming visitors, maintaining visitor security policy, managing incoming phone calls, facilitating walk-in donations of food and funds, supporting other community agencies and Food Bank partners, assisting clients in need of food, and offering specific referrals that meet these needs. The Administrative Assistant must demonstrate compassion and understanding in dealing with all types of people, including those who may have experienced trauma, who are in difficult times, and demonstrate the ability to manage high levels of stress effectively.

SPECIFIC DUTIES:

1. **Customer Service & Reception.** As the first point of contact, the Administrative Assistant must demonstrate a professional demeanor in all interactions with visitors, volunteers, board members, donors, and agencies. Greet visitors, determine nature of business, distribute and track visitor badges per visitor policy, and direct to appropriate staff. Manage incoming telephone calls, answer questions, make client referrals, and/or transfer calls as needed. Recognize walk-in donations of food and funds; alert and inform Development & Community Engagement staff of fund donations as needed. Convey information and feedback from callers to appropriate staff. Record and set up after hours or holiday messages as needed. Assure that appropriate signage and phone system messages are posted/recorded in advance of Food Bank closings. Maintain accurate information and provide the general public with basic Food Bank information, including hours, directions, and staffing information. Support Development & Community Engagement mailings, as time allows. Stay abreast of agency events and activities in order to direct callers appropriately. Schedule coverage for reception duties when needed (lunch, vacation, personal time, etc.) by working with other staff. Assist in office equipment management within the assigned work area. Maintain copy machine and supplies within the assigned work area. Maintain the cleanliness and security of the lobby area, mail, and office services area. Maintain the neatness and orderliness of the lobby area, front desk, and conference room/s. Maintains reservations for the Conference Room for external groups. Also, report any needed maintenance of assigned area to ensure professional appearance consistency with Food Bank of the Southern Tier public image.
2. **Community Impact Administration.** Provide administrative support to the Programs & Partnership Administrative Manager (PPAM) and the Community Impact Department requiring an exemplary level of customer service, discretion, and including the HPNAP OS-CE process and the ability to manipulate Excel spreadsheets, scanning partner agency files for remote access, preparing training materials/folders for workshops, making follow-up calls Enter monthly agency stats, Senior MFP stats from PantryTrak into Google Docs and Primarius monthly. Facilitates agency pick-ups, additions, or changes to agency orders as needed and reviews POL orders.
3. **Communication.** Assists with program and partnership communication. Receive delivery schedule from drivers and contact appropriate agency & partner representatives each morning with their delivery window. Receive and respond or forward emails from the General Information Food Bank email account.
4. **Internal Event Coordination.** Monitors Conference Room before and after scheduled meetings to ensure cleanliness, room set-up, and supplies needed. Assists as needed to plan and/or prepare for special meetings/events such as staff training, HR presentations, department meetings, etc.
5. **Business Services Support.** Process incoming/outgoing Food Bank mail, faxes, and packages. May be asked to assist in mail opening as approved by the Director of Business Services. Maintain necessary supplies for all channels of communication/ package delivery – postage meter, fax machine, and forms for UPS, FedEx, and USP. Producing and distributing letters, memos, record/document maintenance reports, photocopying, emailing, faxing, and filing as needed.
6. **Emergency Food Box Coordination.** Coordinate distribution of Emergency Food Boxes as needed. Contact warehouse, complete paperwork, and provide information about other available resources. Enter client information into PantryTrak. Refer walk-in clients to local agencies and resources that best meet the needs of those individuals.
7. Other duties as assigned.

FOOD BANK OF THE SOUTHERN TIER POSITION DESCRIPTION

TITLE OF DIRECT SUPERVISOR: Programs & Partnerships Administrative Manager

STANDARD WORK SCHEDULE: 8:00 am to 4:00 pm Monday thru Friday

WORKSITE: 388 Upper Oakwood Ave., Elmira, NY 14903

WORK FROM HOME: Not Eligible

- QUALIFICATIONS:**
- High school diploma or equivalent
 - Minimum of 2 years' experience in an administrative support/receptionist role for an organization, executive, or department
 - Intermediate knowledge of computer systems including Microsoft Outlook, Word, Excel, PowerPoint, and Google Docs
 - Excellent verbal and interpersonal communication skills are required

ADDITIONAL REQUIREMENTS:

- Excellent telephone and presentation skills.
- Ability to interact well with the general public, Food Bank visitors, volunteers, agency partners and vendors.
- Sensitivity to the needs of vulnerable populations and clients.
- Ability to quickly assess visitor/caller needs in order to direct the caller as quickly as possible to an appropriate staff member.
- Ability to interpret charts and graphs, calculate figures and amounts such as interest, proportions & percentages.
- Ability to handle a high volume of work in short periods when necessary.
- Sensitivity to cultural and socioeconomic diversity and the needs of individuals with low incomes.
- Strong commitment to social justice and equity.
- Attention to detail with a focus on error-free work with the ability to complete work in an accurate, effective, and timely manner.
- Strong organizational and interpersonal skills.
- Able to maintain absolute confidentiality regarding written and verbal information.
- Demonstrate ethical business practices in conformance with all state and federal laws and regulations.
- Willingness to foster agency, department, and program-wide cooperation and teamwork through positive/constructive communication techniques.
- Commitment to serving vulnerable populations and ending hunger in the Southern Tier.
- Demonstrate full adherence to the Code of Conduct and all policies/procedures related to compliance
- Adheres to all applicable federal and state laws and regulations, including but not limited to those governing confidentiality, privacy, program, billing, and documentation standards. All duties must be performed in accordance with CCDR's corporate compliance and ethics program.

Ability to meet the following physical requirements with or without reasonable accommodation:

- Use hands to manipulate, handle, feel, and control items or equipment, including motor vehicle
- Stand, sit, walk, bend, stoop, kneel, and reach
- Climb up or down stairs
- Able to reach above or below shoulders
- Occasionally lift or move objects weighing up to 10 lbs.
- Sitting at a desk or in a vehicle for long periods of time to perform specific job functions
- Be able to read, write, and interpret written documents

Acceptance of the Food Bank of the Southern Tier's

- Mission: Working together to build and sustain hunger-free communities throughout the Southern Tier
- Vision: The Food Bank of the Southern Tier is committed to creating a future without hunger, where access to healthy food by all is recognized as fundamental to the well-being and success of individuals and the foundation of a strong, vibrant society
- Organizational Values: Have Integrity, Be Brave, Share Your Strength, Respect Relationships and Honor the Mission

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EMPLOYER'S DISCLAIMER:

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor
- This document does not create an employment contract, implied or otherwise, other than an "at will" relationship

EMPLOYEE CONFIRMATION:

I have received and read a copy of this job description.

Signature

Date

Print Name