



## Front Desk Volunteer

At the Food Bank of the Southern Tier, we search for trusted and devoted volunteers who share our core values and passion for the mission and vision to end hunger in the Southern Tier. We believe when a volunteer is passionate about the organization they serve with, their work will be a rewarding and positive experience. Whether you are able to serve one day a week or all five, we would be grateful for your time!

### Responsibilities

- Greet, assist and announce visitors in a welcoming and professional manner directing them to the appropriate person and/or department
- Enforce and monitor the Visitor policy regarding the visitor sign-in log and security badges
- Receive telephone calls and direct callers to appropriate person and/or department
- Sign for package deliveries (UPS, FedEx, USPS, Staples) and contact the recipient of the package
- Prepare receipts for “walk-in” food donations
- Contact the Development department for “walk-in” monetary donations
- Contact appropriate staff for *Emergency Food Boxes*
- Assist folding and filling letters and envelopes when needed
- Other duties as assigned

### Qualifications

- Must have excellent telephone communication and customer service skills
- Must have the ability to interact positively with staff and the public
- Should have, at least, basic computer skills

### Title of Direct Supervisor

- Director of Business Services

Salary: \$0.00 /year

Working days:

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

Typical start time: 8AM      Typical end time: 4PM

