



## **Front Office Administrative Assistant** **Position Description**

Location: Irvine, CA

Reports To: Executive Assistant

Schedule: Full-time (Monday – Friday, 40 hours per week)

Status: Non-Exempt (Hourly \$20-\$22/Hr. DOE)

Benefits: We offer excellent Benefit Plans including incremental PTO Plan; 11 Paid Holidays plus a Birthday Floating Holiday. 403b retirement plan with a match. Medical & Dental insurance plans with majority paid by employer. Life Insurance plan paid by employer. Employee Assistance Program.

**\*Second Harvest Food Bank requires all new hires to be fully vaccinated for COVID-19.** This policy complies with all applicable laws. If any questions regarding this policy, please inquire.

Would you like to go to work knowing that every day you'll be making a real difference in the lives of at-risk people in your community? At Second Harvest Food Bank that's exactly what you'll be doing. Every moment of your workday will directly impact our mission to provide food for those who need it, when they need it. **Come join our upbeat, collaborative team who are improving lives every day by taking hunger off the table.**

### **About Second Harvest Food Bank of Orange County**

Second Harvest Food Bank (SHFB) is a purpose-driven organization committed to doing whatever it takes to ensure all are well fed. Providing dignified, equitable and consistent access to nutritious food creates a foundation for community health and is a catalyst for societal transformation. Since 1983 we have been a source of food security to all members of our community when they need our help.

**POSITION PURPOSE:** Provide a professional, friendly environment for clients and visitors. This position includes the ability to accomplish administrative duties and provide departmental support while maintaining a smooth and efficient running front desk. Requires the ability to follow instructions and apply acquired knowledge in responding to inquiries and requests.

### **ESSENTIAL JOB FUNCTIONS:**

#### Front Desk Reception

- Greet visitors in a friendly, professional manner in person or by telephone and connect them with the appropriate staff or services that will best serve their needs.
- Provide information as requested both internally and externally regarding food bank activities and resources.
- Maintain a reception area that is neat and makes visitors welcome.
- Open and close front desk according to standard procedures.

#### Administrative Tasks

- Understands and complies with the need for confidentiality.
- Maintain accurate schedule for conference rooms and organization's shared calendars.
- Provide clerical duties such as letter writing and creating forms.
- Perform clerical and data entry duties in Microsoft Office and online based computer environments.



- Operation of office equipment: computer, copier, postal meter, calculator, etc.
- Support Development Department activities by gift processing, donor relationship management entry, gift acknowledgement process and events.
- Schedule and coordinate tours and track tour certification.
- Provide support for the executive team and staff as directed.
- Other duties as assigned.

**PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS:**

- Duties are performed primarily in an office environment.
- Ability to lift 25 pounds to carry equipment and supplies as needed.
- Physical requirements include the dexterity to speak clearly, reach, stand, light lifting, extensive sitting and use of computer and phone systems.
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**POSITION QUALIFICATIONS:**

- Previous administrative or customer service experience preferred.
- Bi-lingual – English/Spanish
- Proficient with Microsoft Office, related software, and email (Outlook).
- Experience with multiline phone system and other standard office equipment.
- Comprehensive data entry skills. Keep all tracking and reporting systems updated and accurate.
- Time-management and organizational skills. Proficient with handling multiple tasks and deadlines.
- Analytical skills with the ability to problem solve.
- Relationship management skills.
- Effective verbal and written communication skills.
- Collaborative team player.
- Current driver's license and insurance for possible local driving as needed for meetings.
- Candidates must be comfortable interacting with a diverse and vulnerable population.

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The above statements are intended to describe the general nature and level of work performed, rather than to be an exhaustive list of all duties, responsibilities, and skills required for the position. The position duties may be changed at any time at management's discretion. This position description is not intended to create contractual obligations of any kind.

*To perform this Position successfully, an individual must be able to perform each essential Position function satisfactorily. The requirements listed above are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

*Second Harvest Food Bank of Orange County, Inc. is an Equal Opportunity Employer*