

Position: Front Office Coordinator
Department: Administration
Reports to: Executive Director
Classification: Full-time, non-exempt. Some evening and Saturday work may be required.
Compensation: Starting pay is \$17.00/hour. Benefits include health/dental/vision insurance, life insurance, \$2,000 per year IRA contribution, 13 paid holidays, and PTO.

SUMMARY

Tri-State Food Bank seeks a Front Office Coordinator, as a member of the Administrative team, working directly with the Executive Director, to advance the organization's mission and deepen relationships with organizations throughout the Tri-State area. The Front Office Coordinator will be a public facing role with the public and volunteers requiring excellent customer service and relationship building skills. They will also provide interdepartmental support within the organization's admin team.

DUTIES and RESPONSIBILITIES:

- Manage many aspects of the volunteer experience including recruiting, registering, greeting, and acknowledging while ensuring personal recognition of regular/recurring volunteers, large groups, and corporate volunteers.
- Ensure accurate donor and volunteer records, data, and notes by maintaining donor and volunteer acknowledgment/stewardship records.
- Generate timely and appropriate acknowledgments, both written and electronic.
- Manage all on-site and off-site volunteer activities for the organization through needs assessments and internal communications.
- Answer phones and direct calls as needed.
- Assist visitors to Tri-State Food Bank, including explaining options to those coming in or calling to seek food assistance.
- Establish favorable public relations to represent and promote Tri-State Food Bank (both internally and externally).
- Process incoming mail and distribute to appropriate staff members.
- Enter checks and cash into the Daily Check Register, endorsing said checks and distributing these monies to the Director of Finance daily.
- Oversee and manage the AARP Senior Community Service Employment Program.
- Assist with responding to donor and volunteer inquiries in a prompt and courteous manner.
- Track donors and volunteers and/or events that would easily translate into a social media post and/or fundraising campaigns and communicate these to the appropriate TSFB personnel.
- Create and generate donor and volunteer reports and other reports for leadership as needed.
- Keep Volunteer Lobby clean and neat.
- Assist with administrative needs of Programs, Development, and Executive Director.
- Order office and other supplies while keeping the office supply rooms stocked and organized.

- Serve as in-house tech support for issues with copiers.
- Assist with special projects and other duties as assigned.

POSITION REQUIREMENTS

Required Education/Experience:

- Bachelor's Degree or strong combination of equivalent work experience.
- 1 – 3 years of experience in non-profit development and volunteer experience preferred.
- Experience in Microsoft Office (Microsoft Word, Excel, PowerPoint).
- Experience with donor and volunteer software preferred.
- Demonstrated ability to build professional networks and sustain relationships.
- Excellent presentation and communication skills with the ability to prepare and present information.
- Proven success as part of a cooperative team.

Required Knowledge/Skills:

- Excellent organizational skills with high attention to detail and follow-through.
- Ability to organize and prioritize multiple tasks, maintain records, and work with interruptions.
- Exceptional written and verbal communication skills.
- Ability to maintain professionalism at all times.
- Strong team player and positive peer relationships.
- Excellent computer skills (Microsoft Word, PowerPoint, and Excel).
- High-energy person with excellent interpersonal skills.
- Demonstrated commitment to continuous process improvement.
- Experience with or knowledge of social service/hunger issues a plus.
- Commitment to Tri-State Food Bank's mission.

Physical Requirements:

- Ability to regularly communicate in person, in writing, by email, and by telephone.
- Prolonged seated computer/desk work as well as standing, walking, and bending.
- Ability to access, research, read, review, enter and retrieve information from a computer, hard copies, and desktop publishing systems.
- Ability to lift and move materials weighing up to 30 pounds.
- Ability to operate equipment such as pallet jack, metal cart, etc. (on-the-job training provided)
- Ability to give verbal presentations, facilitate group activities, and give facility tours.

The purpose of this job description is to provide an overview of the scope of the position. This is not a comprehensive list of duties/responsibilities. Other relevant duties and responsibilities may be assigned.

To apply, please send cover letter and resume to: Zac Heronemus, Executive Director, at zheronemus@tristatefoodbank.org.