

Job Title: Front Desk Coordinator
Department: Operations
Reports To: Operations Director
Classification: Regular, Non-Exempt, Part-time (30 hours per week. 9am to 3pm)
Location: Fairfield, CA

Summary

The Front Desk Coordinator provides administrative support and assistance to the Operations, Program, and Development departments. This position is the first point of contact for phone calls and visitors to the Food Bank's Fairfield office.

Essential Duties and Responsibilities

Provide support to the following departments. May include other duties as assigned:

Operations:

- Scheduling of food deliveries for both warehouses (Concord and Fairfield).
- Ordering of office supplies for Fairfield location.
- Address issues with vendors servicing the following: copy machines, water deliveries, janitorial.
- Print volunteer sign-in sheets for Fairfield warehouse and Community Produce Program (CPP) from Salesforce.
- Answer phones, provide referrals to food pantries and direct distribution sites.
- Set up conference room for meetings, as requested.

Program:

- Data entry, including tallying attendance totals and entering program stats into Access database.
- Make calls to agencies to remind them to fill out applications/reports (EFSP, holiday, agency enhancement grants, etc.)
- Provide administrative support to CalFresh Outreach staff, as needed.

Development:

- Provide general information to the public about volunteering opportunities including website navigation, setting up volunteer accounts, shift sign-up, walk-ins, and community service.
- Respond to Fairfield warehouse and CPP specific scheduling requests via in-person, phone, and the volunteer helpdesk email.
- Schedule groups and warehouse trucking assistants for Fairfield warehouse and CPP in Salesforce.
- Greet volunteer groups at Fairfield warehouse and provide kiosk assistance to staff and volunteers.
- Print monthly or weekly volunteer schedule from Salesforce for warehouse staff.
- Monitor Salesforce for self-created teams in Fairfield and notify appropriate staff: Fairfield warehouse, volunteer services, and key development staff.
- Review Salesforce reports for no-shows and contact volunteers who frequently miss shift commitments to help them understand our programs and sign up for shifts that better fit their schedule (for Fairfield shifts only: CPP, Warehouse).
- Provide special shift and event support: Empty Bowls in Fairfield, Volunteer Appreciation Day, etc.
- Back up for volunteer services in Concord, as needed (help desk and responding to questions by phone).
- Make follow-up calls to donors, volunteers and other supporters, as needed (thank you calls, inquiry calls to corporate donors, etc.)

Qualifications

- Associate's degree preferred and at least 2 years administrative experience. An equivalent combination of education and experience may be considered.
- Valid CA driver's license and insurance and ability to be covered under the Food Bank's auto insurance policy required.
- Demonstrated proficiency with MS Office and CRM tools; Salesforce experience a plus.
- Strong time management skills with the ability to coordinate and prioritize plans in order to meet deadlines.
- Excellent written and verbal communication skills.
- Strong organizational skills, attention to detail, and creative problem solving.
- Self-starter with the ability to work independently and efficiently in a deadline driven role with frequent interruptions.
- Ability to speak effectively to large groups of people.
- Proven track record working in a collaborative team environment with people of diverse backgrounds and circumstances.
- Ability to work occasional evenings and weekend events, as needed.
- Occasionally lift and/or move up to 25 pounds.

Benefits

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive and extensive benefits package including health, dental, and vision, flexible spending account, 403(b), and paid leave to eligible employees. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To Apply

Please send your cover letter, resume, and any supporting documents to hr@foodbankccs.org with the subject line: "Front Desk Coordinator." Email submission is preferred.

Or by mail to:

Food Bank of Contra Costa and Solano
Attn: Human Resources
4010 Nelson Ave
Concord, CA 94520

The Food Bank of Contra Costa and Solano is an equal opportunity employer