



**REGIONAL
FOOD BANK**
OF OKLAHOMA.

Volunteer Receptionist

DEPT

Supervisor

DATE

Last Revised

**Community
Engagement**

**Office
Administrator**

10/11/2021

10/11/2021

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Job Description:

The volunteer receptionist will assist visitors with telephone and face-to-face inquiries. The volunteer will provide information regarding the organization and partner agencies to the general public, clients and customers and route inquiries appropriately.

The volunteer will be scheduled on an as-needed basis. In addition, this role will be added to an on-call pool of volunteers who can be activated for unscheduled and last-minute opportunities.

Essential Functions:

Daily:

- Greet persons entering the organization
- Answer the telephone in a timely manner, direct calls appropriately and answer any questions
- Monitor voicemail and respond promptly
- Respond to inquiries about food resources in a kind and helpful manner
- Accept and process donations of food and funds
- Receive and sort mail and deliveries
- Tidy and maintain the reception, conference spaces and lobby areas
- Monitor the Regional Food Bank of Oklahoma general email account and forward emails to appropriate staff members
- Maintain the security of the building by signing visitors in and out, then directing people to correct destinations
- General administrative and clerical support
- Communicates daily with other part-time receptionist about pertinent and timely matters
- Other duties as assigned

As Needed:

- Stock pantry box closet, distribute boxes to clients and maintain inventory
- Keep new hire packets and benefit packet folders stocked
- Refill the postage machine
- Communicate maintenance needs
- Assure that the outgoing voicemail message is in place (voicemail)
- Send food drive and donation totals receipts to person handling them

Education and Work Experience:

- Knowledge of administrative and clerical procedures
 - Computers and relevant software applications
 - Customer service principles and practices
 - Excellent keyboard skills
 - Spanish/English Bilingual preferred but not required.
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Knowledge, Skills, and Abilities:

- Superior writing and oral communication skills; ability to understand and translate information for intended audiences with clarity, crispness and elegance
- The intellectual depth, maturity, wisdom, and collaborative skills to garner the trust and confidence of donors, volunteer leaders, staff and other constituents
- Excellent interpersonal skills with a demonstrated ability to work well with people at all levels and a strong commitment to teamwork

Physical Demands:

- The company will provide reasonable accommodations to qualified individuals with disabilities.
- Utilize multi-limb coordination and flexibility combined with control precision to perform fine motor skills including finger manipulation, grasping, feeling, arm-hand steadiness, in order to push, pull or lift objects
- Exerting up to 10 pounds of force occasionally to lift, carry, push, pull, or otherwise move objects, including the human body.
- Work involves sitting most of the time but may involve walking or standing for brief periods of time.
- Utilizes multi-limb coordination to balance on even surfaces, stoop, kneel, stand, and walk, reach over shoulders or below the knees.
- Must employ the use of Personal Protective Equipment (PPE) as required by the company's Environmental, Health, and Safety policies.

Regional Food Bank of Oklahoma Core Values:

A deep appreciation for, and an ability to articulate, the mission of the Regional Food Bank of Oklahoma and demonstrates our core values in ways such as the following:

- **Vitality:** being passionate and enthusiastic about what we do and who we serve, anticipating and embracing change, and holding ourselves to the highest standard.
- **Innovation:** proactively finding better ways to serve, approaching challenges and unmet needs with a fresh perspective and purposeful thinking and using knowledge, experience and intuition to make things better.
- **Stewardship:** framing decision and actions around our core mission, providing consistent dependability and recognizing our moral obligation to the people and communities we serve.

*Duties and responsibilities may be added or changed at any time at the discretion of your supervisor, formally or informally, either verbally or in writing.