



## **HUNGER TASK FORCE, INC. POSITION DESCRIPTION**

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**Position Title:**           **FRONT DESK COORDINATOR**

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**Department:**           **Administration**

**Reports To:**           **Executive Administration Manager**

**FLSA Status:**           **Non-Exempt**

**General Function:** Perform all general reception duties. Receive and route telephone calls and inquiries; route voicemail messages. Receive and route visitors and deliveries. Receive process and route all incoming, including receipts and walk-in donations. Perform typing, filing, faxing, word processing, photocopying, mail processing and light clerical functions error free and in a timely manner.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

**Reception/Clerical:**

- Answer incoming telephone calls, determine purpose of call, and forward call to appropriate personnel or department.
- Answer questions about organization and provide callers with address, directions, and other information.
- Greet, receive and route where appropriate all visitors, deliveries and inquiries. Ensure guest comfort and familiarity with surroundings.
- Retrieve messages from voicemail and forward to appropriate personnel.
- Welcome on-site visitors, determine nature of business, and announce visitors to appropriate personnel.
- Monitor visitor access.
- Take phone and front desk monetary donations.
- Order, receive, and maintains office supplies.
- Create and print fax cover sheets, memos, correspondence, reports, and other documents when necessary.
- Route all incoming faxes to appropriate staff and departments

- Work in conjunction with Associate Director to maintain procedures for cleanliness and overall appearance of reception area and agency public and common areas.
- Work in conjunction with Communications Manager to update Lobby TV.
- Update Magnet Wall each day with Food Sort Group Sign.
- Provide necessary daily operational support, including: setting phone to day/night mode, setting postage machine and running postage as needed for all departments, and locking and unlocking building for public access. Maintain reception literature rack and stock brochures, reports, materials as needed for visitors/guests.
- Maintain appropriate supplies for office, kitchen, and restrooms.
- Receive and record on intake log, EFO monthly reports for processing.
- Prepare agendas and transcribe meeting minutes for agency staff meetings.
- Make daily reminder calls for next day Hawley location volunteers (office & warehouse) and Mobile Market volunteers.
- Make daily reminder calls for next day Warehouse and Fresh Deliveries.
- Work in conjunction with Associate Director to prepare New Hire Binder and Medical File for new hire onboarding.
- Schedule interviews for Associate Director.

#### **Technical Support:**

- Prepare first-class outgoing mail daily. Refill postage meter as needed. Record and submit monthly meter readings to Controller.
- Maintain petty cash and submit monthly reconciliation to Controller.
- Assist other departments with assembly and processing of large or bulk mailings.
- Maintain agency and conference room calendar in Outlook. Relay conflicts in scheduling to staff as needed.
- Process and maintain employee in/out log for front desk and maintain in/out history log for mailroom.
- Maintain staff mailboxes.
- Maintain vendor log sheets.

#### **Supervisory Responsibilities**

This job has no supervisory responsibilities.

#### **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

**Qualifications** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience**

Bachelor's degree (B. A.) from four-year College or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

### **Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

### **Mathematical Skills**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

### **Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

### **Computer Skills**

To perform this job successfully, an individual should have knowledge of Database software; Internet software; Spreadsheet software and Word Processing software.

### **Certificates, Licenses, Registrations**

Valid Wisconsin Driver's License

**Physical Demands** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand; walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job

include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; outside weather conditions; extreme cold and extreme heat. The noise level in the work environment is usually moderate.

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**Salary Range:** \$31,200 - \$46,800