

Ozarks Food Harvest Job Description

POSITION: Receptionist

REPORTS TO: Director of Administration

JOB SUMMARY:

Maintain a professional working environment at all times at the front desk /lobby area while always answering the phone in a professional and courteous manner. Provide premium customer service to our donors, agencies, clients, board members and employees.

DUTIES & RESPONSIBILITIES:

- Answer multi-line phone system and direct calls to the appropriate person/department.
- Greet all visitors.
- Assist with sorting and opening mail daily.
- Credit card transactions: Assist donors with credit card donations whether by phone, in person or by mail by entering into credit card machine or processing.
- Enter daily monetary donations and run reports in donor database when needed.
- Print donor thank you letters and prepare for mailing daily.
- Maintain conference room calendar, and prepare contracts for outside entities wishing to use the conference room/kitchen.
- Email birthday announcements to staff.
- Partner with Admin staff to ensure the cleanliness of the conference room/kitchen areas after events.
- Assist Administrative Services Coordinator in monitoring office supplies and stocking supply cabinets.
- Initial contact with vendors to ensure timely repair/maintenance of office equipment i.e. copiers, fax machines and postal equipment.
- Perform other duties as assigned.

SKILLS/EDUCATION/EXPERIENCE:

- Customer service-driven with a minimum of five years working in a customer service position.
- Dependability and punctuality a must.
- Working knowledge of Microsoft Office products in a Windows environment. Proficient with Excel and Word.
- Ability to multi-task in a fast-paced environment during high volume periods.
- Ability to take constructive criticism.
- Proven ability to work within an organization emphasizing teamwork and excellence.
- High school diploma required.