

FOOD BANK OF THE RIO GRANDE VALLEY, INC.
JOB DESCRIPTION

FULL TIME EQUIVALENT: 1.0

Non - Exempt

POSITION: Receptionist

ACCOUNTABLE TO: Human Resources

GENERAL DESCRIPTION: The primary objectives of this position are to serve visitors by greeting, welcoming, and directing them; notifying Food Bank RGV personnel of visitors' arrival. Employee is expected to carry assignments to completion with a minimum of direction; to convey at all times a courteous, professional image; and to use discretion and good judgment based on a thorough knowledge of Food Bank RGV activities.

RESPONSIBILITIES:

- Welcomes visitors by greeting them, in person or on the telephone; answering and/or referring inquiries
- Maintains safe and clean reception area; electrical cords and supplies secured to avoid injury to self and others
- Records all monies received in Daily Income Log
- Checks washrooms in office periodically for need of supplies. If supplies are needed, notifies Product Recovery Manager
- Maintains credenza in front office with supplies (copying paper, time cards, etc.)
- Maintains office equipment (copying machine, fax machine, laser printer) by insuring machines are supplied with paper and in good working condition and notifying Human Resources if machine is in need of repairs
- Receives and distributes mail and facsimiles
- Produces information by formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics
- Provides overflow secretarial services for other staff; typing, filing, invoicing, copying, mailing, etc., as directed by Human Resources
- Maintains all plants in office by checking them periodically and watering them when necessary
- Contributes to team effort by accomplishing related results as needed
- Evaluates existing procedures and recommends improvements to Human Resources
- Performs additional duties as assigned by Human Resources

QUALIFICATIONS:

- Bilingual English/Spanish
- Good communication skills, both written and verbal
- Ability to understand and follow instructions on moderately complex matters
- Ability to work independently with minimum supervision
- Orientation to detail, accuracy, and the meeting of deadlines
- General experience with office equipment and computers
- Ability to communicate tactfully with other staff members, Board members, agency representatives and the public
- Thorough knowledge of business English, spelling, punctuation and grammar
- Ability to present a professional demeanor under a variety of conditions
- Access to reliable transportation

The above statements are intended to describe the general nature and levels of work to be performed and are not intended to be an exhaustive list of all responsibilities and duties.

The Food Bank of the Rio Grande Valley, Inc. provides equal employment opportunity without regard to race, color, sex, religion, national origin, political belief, age or disability. The Food Bank RGV conforms to all applicable federal and state laws, rules, guidelines and regulations and provides equal employment opportunity in all employment and employee relations.

The Food Bank RGV assures that all applicants for employment and all Food Bank RGV employees are given equal consideration based solely on job-related factors, such as qualifications, experience, performance and availability. Such equal consideration applies to all personnel actions, including but not limited to recruitment, selection, appointment, job assignment, training, transfer, promotion, merit increases, demotion, termination, pay rates and fringe benefits. The Food Bank RGV reviews, evaluates and monitors all personnel matters to ensure that they are in accordance with this policy.

The Food Bank RGV takes seriously and will investigate promptly and thoroughly all charges of alleged discrimination in employment, and inform the Food Bank RGV employees of their rights in regard to equal employment.

The Food Bank RGV requires its personnel to act in conformity with the principles outlined in this statement through strict adherence to the above statements and recognizes that the effective application of equal opportunity in employment must involve more than a non-discriminatory statement. The Food Bank RGV recruits, hires, trains and promotes into all job levels the most qualified persons without regard to race, color, religion, sex, national origin, political belief, age or disability status. The Food Bank RGV takes positive steps to eliminate any discrimination from its personnel practices, and creates an environment that encourages equal opportunity for all of its employees.

The Food Bank RGV distributes information regarding equal employment opportunity through the employee handbook and various publications. Equal Employment Opportunity related complaints may be made to your supervisor or Department Director.