



### **Receptionist (Part-time, non-exempt)**

Be the front desk extraordinaire at Valley Outreach! Join our team as the Receptionist! With your customer service savvy, manage our front desk and welcome all those who come through our doors including volunteers, donors, clients and other community members. Process in-kind donations (food and clothing) while working in a fast-paced, high-traffic environment. Answer a multi-line phone system, schedule appointments and handle other various clerical duties. Collaborate with the Director of Operations and Administrative Coordinator on a multitude of tasks to do great work together.

#### **We Have:**

- An organization that is an innovator and one of the leaders in the food shelf sector in Minnesota, with initiatives like SuperShelf.
- A small but mighty staff with a lot of heart, humor, energy, and brain power. We work hard together, doing so much more than we could individually.
- A philosophy of tapping your knowledge, expertise and talent – your ideas and contributions are valued here.
- Great opportunities for continuing your own professional development throughout the year.
- Retirement through a SIMPLE IRA (with a match!), holidays and PTO.
- Cake (for your birthday).

#### **You Have:**

- Superb customer service skills-making people happy, answering questions and providing information- all with a smile and a calm “we can help” style.
- Love of a fast-paced, constantly changing scene. You are energized juggling various requests, tasks and priorities.
- Empathy and an approach that prioritizes respect and dignity in all interactions.
- A joy in completing the small tasks and understanding how they fit into the big picture.
- Speed and accuracy at data entry.
- A forward thinking attitude. You love being two-steps ahead!
- A supportive and complementary work style. You excel in partnership with your supervisor and coworkers on this mission-focused work.
- A schedule you love. You thrive on a schedule that’s part-time.

### **Receptionist Job**

The Receptionist works at the front desk of Valley Outreach. This position is supervised by the Director of Operations. Duties include, but are not limited to, the following:

- Front Desk Management:
  - Greet all those who enter Valley Outreach
  - Answer and route calls through a multi-line phone system
  - Address inquiries and provide information (in person or on phone)
  - Provide direction and assistance to volunteers

- Assist clients accessing our programs by addressing questions and connecting them to client services staff
- Schedule appointments
- Keep the front desk and surrounding areas tidy
- Donation Processing:
  - Greet donors, address questions and provide information
  - Track and move incoming donations (food and clothing)
  - Provide receipts
- Administrative Support:
  - Complete administrative tasks as necessary including copying, scanning, faxing, printing labels, shredding, monitoring supplies, and special projects
  - Pick up mail daily, distribute to Executive Director or Director of Operations
  - Update administrative documents
- Support the day to day operations of all Valley Outreach programs as needed

### **About Valley Outreach**

What started as the St. Croix Valley Emergency Food Shelf in 1983 has grown into the place our neighbors turn to during challenging times. Today Valley Outreach is the only non-profit in the valley that provides clients with a range of support – whether they need food, clothing, and personalized client services.

We’ve learned a lot in 35 years, but nothing more important than this: everybody needs help. And as long as there is need, Valley Outreach will be here – taking care of our community, and making us all a little healthier, stronger and more stable.

### **Qualifications & Experience**

- Positive attitude and sense of humor.
- Excellent customer service and interpersonal communication skills with ability to prioritize and stay calm under pressure.
- High level of adaptability and ease in “switching gears” when needed.
- Minimum of 3 years administrative experience, preferably in a non-profit.
- High attention to details and “getting it right,” the little things matter.
- Advanced skills in Microsoft Office (Word, Excel, PowerPoint, Access) and other office productivity tools (email, database management, digital media, etc.).
- Sensitivity for those living in poverty or experiencing poverty.
- Superior written communication skills.
- Ability to lift at least 50 pounds.
- Ability to work closely and communicate effectively as part of a team.

**Salary Range:** \$15 per hour

### **Work Hours**

Monday, Wednesday and Friday 9:00 am to 1:00 pm and Tuesday, Thursday 3:00 pm to 7:00 pm. Occasional weekends and additional evenings.

To apply, send a cover letter and resume to [jobs@valleyoutreachmn.org](mailto:jobs@valleyoutreachmn.org).