



Position Description

Position Title:	Front Desk Receptionist	Direct Reports:	None
Department:	Program	Classification:	Non-Exempt
Location:	Kent County	Position Status:	Full Time
Reports To:	Manager of Volunteer Services	Approved Date:	
		Revision Date:	

Position Summary:

The Front Desk Receptionist assists with front desk duties, hospitality area, volunteer experience, and administrative support.

Organizational Values:

Kids' Food Basket believes all children have a right to equitable, consistent access to the nutrition they need to grow.

Since its inception in 2002, Kids' Food Basket has grown from serving 125 students in Kent County to serving over thousands of children daily across four counties (Kent, Muskegon, Ottawa, and Allegan) with healthy nourishing meals through our flagship Sack Supper program and other community-driven meal provision programming.

In addition, over the past two decades, Kids' Food Basket has also increased healthy food access for our communities through the growth and distribution of sustainably grown vegetables and fruits on our ten acres of chemical-free, sustainable farm. Nourishing healthier generations of children is at the core of Kids' Food Basket's mission and is what we strive for daily through our five commitments:

- We **Nourish** our future by providing ready to eat healthy food on a daily basis to children in need,
- We **Grow** by increasing healthy food access for our communities through the growth and distribution of sustainably grown vegetables and fruit,
- Our community **Learns** through the use of our facilities and farmland as classrooms to foster learning and empowerment across economic barriers,
- We **Engage** our diverse community to work for Good Food for all,
- We **Advocate** for systems change by educating our community and legislators about our work, while supporting efforts that improve systems and empower families to break down the cycle of poverty and hunger.

Job Responsibilities:

1. Monitors the front desk and welcome area, greets visitors, and directs phone calls.
2. Creates a welcoming environment including personal interaction, assistance with television welcome/information screens, and maintaining retail sales area.
3. Maintains public spaces including café and hospitality station to ensure they are stocked, organized, and tidy. Orders inventory of supplies for staff and visitors.
4. Assists with the volunteer experience including greeting, checking in, orienting to the daily tasks, leading equity focused tours, educating on the mission, and answering questions.

5. Corresponds with individuals and groups to determine volunteer availability, navigates CRM volunteer management system to create accounts, and schedules volunteers.
6. Supports the intake of in-kind donations, including unloading vehicles and weighing/sorting donations as needed.
7. Monitors Kent County main office email and voicemail. Directs to the appropriate team member.
8. Assists with administrative tasks including data entry into donor database, mail intake, and donor receipts.
9. Provide administrative support to the Program Leadership Team, including scheduling and meeting notes support.
10. Other duties as assigned.

Supervision Received:

General Direction: Plans and arranges own work. Uses a wide range of procedures to accomplish assigned objectives.

Supervisory Responsibilities:

No supervision: No supervisory responsibilities.

Education & Experience:

1. High school diploma required.
2. One (1) year of relevant experience.

Other Knowledge, Skills & Abilities:

1. Proficient in Microsoft Office Suite.
2. Experience with CRM or volunteer management system. VolunteerHub preferred.
3. Excellent written and verbal communication skills.
4. Strong organizational skills, excellent attention to detail, and strong attention to follow through.
5. A sense of optimism and an assets-based way of viewing people and situations.
6. Ability to effectively interact with a diverse population from a variety of ethnic and socioeconomic backgrounds.
7. Have a desire to develop a basic understanding of hunger and poverty issues in West Michigan.

Physical Requirements:

Average Daily Physical Requirements	None	On Occasion	Less than 2 hours	2 to 5 hours	More than 5 hours
Work in stationary position					x
Move about work area				x	
Use hands/fingers to handle or feel					x
Reach with hands and arms			x		
Ascend/Descend (stairs/ladder/etc.)		x			
Bend, stoop, kneel, crouch, or crawl		x			
Communicate with various parties					x
Detect flavors or smells	x				
Ability to push, pull, and lift up to 30 pounds		x			
Visual acuity					x
Read and understand written word					x
Drive/Travel		x			
Operate computer and general office machines					x
Operate Machines: Warehouse Equipment		x			
Other:					

Environmental Conditions:

Average Daily Environmental Conditions	None	On Occasion	Less than 2 hours	2 to 5 hours	More than 5 hours
Normal office environment: No exposure to extreme heat, cold, noise or chemicals or hazardous equipment.					x
Warehouse environment: Exposure to dust, warehouse equipment, varied temperatures, and noise.		x			
Farm: Regular and continuous exposure to outside elements such as weather, animals, insects, etc.		x			
Travel: Limited exposure to outside elements.		x			
Other:					

This job description does not list all duties of the job. Employees may be asked by management to perform other duties as needed. The Company reserves the right to revise this job description at any time. This job description is not a contract for employment and does not infringe upon the Company's at will employment status.

Benefits:

Kids' Food Basket offers a competitive benefits package to full-time employees including medical, dental, short-term disability, life/accidental death & dismemberment, flexible spending accounts, 401(k) plan with employer match, a generous PTO policy with 4 weeks in the first year of employment, paid holidays and more. Benefits eligibility begins on the first day of the month following the date of hire. 401(k) plan eligibility is after 6 months of employment.

Equal Employment Opportunities:

Kids' Food Basket provides Equal Employment Opportunities (EEO) to all applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, height, weight, marital status, genetic information, qualified disability, veteran status or any other protected characteristic. In addition to federal law requirements, we comply with applicable state and local laws governing nondiscrimination in employment.

If you are interested in applying for an open position, **please send your cover letter, resume and compensation requirements to humanresources@kidsfoodbasket.org**

Employee Signature: _____ Date: _____