



Job Description for Receptionist

Job Title: Receptionist

Department: Administration

Reports To: CFO

Supervises: None

Job Type: Full-time

Employment Classification: Non-Exempt

Position Overview:

The receptionist serves as the first point of contact for guests, visitors, and volunteers to Second Harvest.

Duties and Responsibilities:

- Answer and route all incoming calls
 - Greet visitors and screen for appropriate information
 - Direct all incoming visitors to their appropriate destinations
 - Maintain and record SHFB voicemail for holidays and events
 - Open and sort mail
 - Bring in the newspaper in the morning
 - Opening door and greet guests, visitors, and volunteers
 - Guide volunteers arriving for their shift to the volunteer lobby
 - Ensure guests sign the visitor's log
 - Answer and transfer phone calls
 - Assist visitors in locating staff for meetings or appointments
 - Direct contractors or vendors to their appropriate party
 - Direct FedEx, UPS, or Post Office drivers where to drop packages
 - Direct /Assist agency representatives who come in to pay their invoices
 - Assist donors who wish to drop off cash or a check (either handling it at the desk or involve an appropriate member of the Sales Team)
 - Assist volunteers or guests who wish to purchase a T-shirt or vanilla
 - Assist guests who come in to receive emergency food
 - Help guests with mobility issues load emergency food boxes into their vehicles
 - Track the distribution of emergency food boxes on the log
 - Clerical Responsibilities: stuffing envelopes, using office equipment, printing labels, etc.
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Qualifications and Requirements:

- Desire to help those who come to the Food Bank for assistance
 - General knowledge of Food Bank programs to know how to direct questions
 - Willingness to engage with volunteers/guests
 - Bilingual – preferably
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Working Conditions:

- **Work Environment:** On-site
 - **Work Schedule:** 8:00 am to 4:30 pm
 - **Travel Requirements:** Minimal Travel if any
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Compensation and Benefits:

- **Salary:** Salary is competitive and based on experience.
 - **Benefits Package:** Health Insurance, Dental Insurance, Vision Insurance, Life Insurance, Simple IRA Retirement Plan, Roth IRA, Paid Leave and Wellness Days off.
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Equal Employment Opportunity Statement:

Second Harvest Food Bank of East Tennessee is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status.

Drug-Free Workplace:

We are committed to maintaining a drug-free workplace. This policy ensures a safe, healthy, and productive work environment for all employees.

This job description does not encompass all the duties of the role. Supervisors or managers may assign additional tasks as needed. The job description can be revised at any time and is not a contract for employment, nor does it alter the at-will employment status with Second Harvest Food Bank of East TN. Both Second Harvest Food Bank of East TN and the employee have the right to terminate employment at any time for any reason.

I have read and understand the above job description.

Employee Signature: _____

Date: _____