



of SANTA CLARA and
SAN MATEO COUNTIES

Position Announcement Front Office Specialist

About Second Harvest Food Bank

Looking for mission-driven work? Based in Silicon Valley, Second Harvest Food Bank of Santa Clara and San Mateo Counties is one of the largest food banks in the nation. Currently providing food to more than one quarter of a million people every month, Second Harvest is a trusted community-based organization that was founded in 1974. Despite the immense wealth in Silicon Valley, and partly due to the high cost of living, hunger and malnutrition are pervasive. The Food Bank distributes nutritious food, including more fresh produce than any other food bank in the country, through a network of nearly 320 nonprofit partners at more than 850 sites. Second Harvest is pursuing innovative efforts to increase access to food resources as it seeks to feed an additional 100,000 hungry people each month. To reach more people, it advocates for anti-hunger policies and connects those in need to federal nutrition programs and other food resources. To learn more about how Second Harvest is building a hunger-free community, visit www.SHFB.org.

About the Position

You will provide courteous, informative, and efficient telephone/counter reception to all visitors and provide expert administrative support for Second Harvest Food Bank staff. Must be self-starting, self-directed and proactive.

Duties and Responsibilities

Administrative:

- Serve as local office “expert” on Microsoft Office software (Word, Excel, PowerPoint, and Outlook). Be willing and able to assist any office staff with specific questions regarding the use of this software.
- Be prepared and available, at a moment’s notice, to cover a different Food Bank Front Office (Curtner Center or Cypress Center) in the event of an absence, appointment or emergency.
- Answer main phones, respond to inquiries, screen and direct incoming telephone calls to appropriate staff.
- Serve as a main point-of-contact for the Food Bank, champion excellent customer service for all clients, both internal and external.
- Provide primary counter reception and general informational services regarding the Food Bank and its programs.
- Provide initial training to volunteers and new staff regarding proper procedures for processing incoming calls, mail and faxes.
- Oversee front office volunteers, providing instruction and quality control on various administrative projects.
- Perform in-house photocopying projects. Serve as key operator for minor copier service issues.
- Send, receive and distribute FAX documents.
- Keep lobby area literature well-stocked with current information.
- Receipt and route donations at the front counter.

CURTNER CENTER
750 Curtner Avenue
San Jose, CA 95125
T 408-266-8866
F 408-266-9042

CYPRESS CENTER
4001 North First Street
San Jose, CA 95134
T 408-266-8866
F 408-266-9042

BING CENTER
1051 Bing Street
San Carlos, CA 94070
T 650-610-0800
F 650-610-0808

- Open and distribute incoming mail following established procedures.
- Provide support for data entry, word processing and any other projects requested by local office staff.
- Seek out roles for volunteer assistance and supervise volunteers while performing assigned tasks.
- Keep workroom, supply rooms, break room, and common areas clean, organized and adequately stocked.
- Keep meeting rooms adequately stocked with basic supplies. Assist with meeting set-up and meals/snacks.
- Maintain employee mailboxes and sign-in board.

Accounting and Finance:

- Maintain office supply inventory records.
- Organize incoming invoices stamp with date and OK signature stamp. Deliver to appropriate staff.
- Turn in gas mileage to supervisor for compensation when needed for back-up at a different site and if an agency vehicle isn't available.

Qualifications

- High school graduate or equivalency with some college preferred, with one or more years' paid work experience in front office environment.
- Demonstrated experience with, and knowledge of, general office practices, principles and procedures, ability to type with intermediate to advanced computer experience having a working knowledge of Microsoft Word, Excel, Outlook and PowerPoint.
- Demonstrated excellent customer service skills, telephone etiquette, possess an engaging personality with the ability to interact with a diverse socio-economic and ethnic population.
- Proven ability and necessary work experience to properly use standard office equipment generally used in administrative offices, including photocopier, FAX machine, and multi-line phone system.
- Demonstrated ability to organize, plan and carry out work assignments to meet specific timelines; dependable in maintaining work hours; proven record of accuracy in completing and reviewing data.
- Proven ability to work as a team player to work and interact constructively with individuals (Food Bank staff and volunteers) from a variety of socioeconomic backgrounds in a culturally diverse work environment.
- Ability to multi-task and set work assignment priorities.
- Ability to perform duties in accordance with Food Bank's Policies and Injury Prevention Program.
- Up to 2/3 of the time: remain in a seated position while operating computer, telephone and other applicable office equipment, or read information from a computer monitor, enter data using a computer keyboard.
- Technically Talented: Should have "very good" to "expert" skills in Word, Excel, Outlook, and PowerPoint. Able to learn other software as opportunities to use are presented. Able to retain training and demonstrate proficiency when called upon. Must be able to use other office



machines (copier, mail machine, FAX machine, etc.), be able to show others how to use machines and troubleshoot basic problems (clearing paper jams, etc.).

Reports To:	Human Resources Manager
Location:	Cypress Distribution Center – 4001 N. 1 st Street, San Jose, CA 95134
Hours:	Monday through Friday – 8:00am – 5:00pm
Compensation:	Commensurate with experience

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EOE

UNDER-REPRESENTED GROUPS ARE ENCOURAGED TO APPLY

