



Position Title: Administrative Assistant (Temporary)
Reports to: Finance & Administration Director
Job Classification: Temporary, non-exempt, fulltime or fulltime as a job share

Summary:

The Administrative Assistant provides essential front-office support for the SLO Food Bank. A typical day includes greeting volunteers, clients and visitors, answering the main information phoneline, reviewing and routing emails sent to the organization's information request address, and ensuring that day-to-day operations are running smoothly. Under the guidance of the Finance & Administration Director, this position works closely with the Volunteer & Administration Coordinator as well as the senior leadership team.

Principle Duties & Responsibilities:

- Greets visitors to the SLO Food Bank, including clients in need, with professionalism, grace, and compassion.
- Provides in-person clients with pre-packaged food as well as important information about other hunger relief programs and partners.
- Creates a sense of warm welcome and orientation for all volunteers when they arrive, engendering continued volunteerism and good morale.
- Partners with other staff to direct phone calls and email messages sent to the general email inbox to appropriate staff.
- With instruction, quickly develops a working knowledge of the scope of work of the SLO Food Bank, as well as an understanding of the resources available from other allied agencies and the roles and responsibilities of SLO Food Bank staff.
- Welcomes donors, assists with accepting food and monetary donations, and provides genuine appreciation to all donors.
- Works in collaboration with the Food Bank's senior leadership team to support daily workflow.
- Other related duties as assigned.

Qualifications:

An applicant will have the following qualifications:

- Passion for SLO Food Bank Mission.
- Excellent written and verbal communication skills and telephone etiquette.
- Strong customer service skills.
- Ability to work independently and manage time effectively.
- Comfort leading and directing small groups.

- Ability to learn how to manage a shared email account, access staff calendars, access and review information in our internet-based volunteer scheduling system, and answer/route calls using Microsoft Teams.
- Strong organizational and multi-tasking skills.
- Attention to detail and effective problem-solving skills.
- Ability to work in a busy office with constant interruptions and quickly refocus.
- Confidence composing and proofing written materials.
- Experience working in an office is preferred but not required.
- Working knowledge of office equipment like printers and phone systems.
- Ability to handle confidential information with a high level of discretion.
- High level of interpersonal skills and knowledge of how to work effectively and professionally with both co-workers and external supporters and clients.

Distinguishing Characteristics

- Teamwork – Contributes harmoniously as member of the Food Bank team.
- Compassion – Genuinely cares about providing high quality service to people in need. Is kind to all.
- Embraces Diversity – Gives respect to all people at all times without exception.
- Hard Working – Is a self-starter, completes tasks, and is dependable.

Requirements:

- Must be available Monday-Friday from 9:00am-5:00pm or as agreed upon during the hiring process
- Must be 18 years of age or older
- Reliable transportation to work
- High school diploma or equivalent
- Customer service experience
- Bilingual Spanish-speaking skill preferred, not required

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Occasional lifting of up to twenty-five pounds
- Vision and hearing must be good or corrected to normal to perform normal job duties
- Sitting for extended periods of time
- Manual dexterity needed for keyboarding and other repetitive tasks
- Standing for extended periods of time, walking and kneeling
- Variable work environment: work is conducted both indoors and outdoors with varying environmental conditions. Indoor facilities kept at cold temperature, so warm clothing is

required. Noise level varies from quiet office environment to very noisy warehouse. Exhaust and dust may be present in the warehouse receiving area.

Salary Range:

\$16.00-18.00 per hour, depending on qualifications.

Work Conditions:

The position is based out of the SLO Food Bank's offices at 1180 Kendall Road, San Luis Obispo, CA, and works alongside a dedicated group of staff and volunteers. This position includes office and outdoor work, including extended time operating a computer. Some amount of stooping, kneeling, bending, lifting, walking, carrying and other movements may be required.

Must be available for periodic work on weekends, evenings, and other after-hours occasions, as deemed necessary. Occasional travel within San Luis Obispo County. SLO Food Bank is an equal opportunity employer (EOE).

Equal Opportunity Employer

The Food Bank Coalition of San Luis Obispo County is an at-will, equal opportunity employer and does not unlawfully discriminate on the basis of race, creed, national origin, genetic information, disability, sex, marital status, age, or any other protected status covered by federal or state law. This job description does not constitute an employment agreement and is subject to change.

To apply, [please fill out this application](#).