

JOB DESCRIPTION
Receptionist & Volunteers Assistant

The **Receptionist & Volunteers Assistant** is responsible for the reception of visitors and volunteers; supporting the administrative needs of the Executive Director and the Senior Management team; assisting in a variety of Development related functions and assisting the Office Manager in the function and coordination of NY Common Pantry's office/administrative systems.

Schedule: 8:30am-4:30pm, Tue-Sat

Duties:

Volunteer-focused:

- Greet, review sign-in, and orient volunteer groups for Choice Pantry at 109th St. Wed through Sat mornings, for the 9am and 11:30am shifts, plus Wed and Friday for the 4pm shift to do Hot Meals.
- Coordinate on daily and weekly orientation schedules with Volunteer Manager who will cover some volunteers and groups herself, and engage Senior Managers and/or Board members to engage with others. Coordinate with Volunteer Associate when that worker is onsite at 109th St.
- Interface with Food Programs staff to assign volunteer tasks, monitor shift progress, and provide end-of-shift recognition for morning groups.
- Assist with responding to volunteer inquiries, scheduling shifts, re-confirming groups, and entering volunteer data when not directly engaged with volunteers during morning hours.
- Perform other Development duties as required.

Reception-focused:

- Greet visitors other than volunteers who come to the reception area throughout the day, except when occupied elsewhere during morning volunteer-focused hours.
- Conduct reception of all visitors and answer general phone inquiries. Interact with NY Common Pantry clients and volunteers, as required.
- Field pantry/365 member's calls and provide information and answer questions about their pantry and membership.
- Make Tax Assistance appointments during tax season.
- Provide information about special activities at pantry and soup kitchen.
- Help distribute Thanksgiving tickets during Thanksgiving to pantry members.
- Assist with all inventories and purchases of office supplies, ensuring that supplies are replenished before they are completely depleted.
- Sort incoming mail and distribute to appropriate departments.
- Post outgoing mail as needed.

Job Requirements:

- High School Diploma required; Bachelor's degree preferred.
- Must have at least 1 year experience working in an administrative role.
- Must be able to work in a fast paced environment.
- Must be able to work independently as well as part of a team.

- Must have strong organizational skills, be able to multi task,
- Must be articulate, motivated and hardworking, organized, and professional.
- Must have strong computer skills, MS Office and Google Calendar.
- Excellent Oral, written and interpersonal communication skills.
- Bilingual preferred. (English/Spanish)

What We Offer

- Medical, Dental, and Vision benefits.
- 403 B Retirement benefit.
- Paid Holidays, Sick Days, and Vacation.
- Pre-tax Transit benefits.
- No-cost Life Insurance benefits.

NY Common Pantry is an equal opportunity employer and makes employment decisions without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, disability status, or any other status protected by law.