



**Position Title:** Office Assistant

**Status:** Full-time, Non-exempt, Reporting to the Administrative Manager

**Position Summary:**

Do you want to change lives? Yolo Food Bank advances the common good in our community by providing nutritious food for 55,000 children, seniors, veterans, disabled, homeless and other vulnerable Yolo County residents each month. This is accomplished via a network of 200 food distribution partners and relationships with nearly 100 local nonprofit organizations. Working collaboratively within a team environment, the Office Assistant position performs a wide range of reception and clerical duties to provide general administrative support. Responsibilities include front desk reception; helping volunteers and providing support services; assisting with processing donor and partner organization payments and acknowledgements; serving as the initial point of contact to fulfill information technology, storage, insurance, and office supply needs; maintaining electronic databases; and assisting with general clerical support activities, including special event preparations, photocopying, mail, and filing.

**Qualifications:**

1. Minimum two years' clerical and reception experience.
2. Able to speak and read Spanish.
3. Working knowledge of office equipment, such as multi-line telephone system, photocopiers, fax machines, and personal computers (including email, internet searches, Microsoft Word and Excel), etc.
4. Strong work and team ethic; able to work effectively with and provide direction to a diverse community of staff; peers; volunteers; guests; and clients.
5. Minimum 35 word per minute keyboarding.
6. Strong communication (verbal and written) communication skills.
7. Strong customer service orientation, including providing accurate information in a timely and helpful manner and asking questions or escalating questions or issues when appropriate.
8. Strong organizing skills, attention to detail and accuracy, reliability, flexibility, and ability to take initiative when appropriate.
9. Able to represent the Yolo Food Bank positively at all times through appropriate attire and professional and helpful interaction with internal and external customers.
10. Strong focus on details and accuracy in all aspects of duties.
11. Proficient in learning and using electronic systems and databases.
12. Able to plan, initiate and manage multiple tasks despite frequent interruptions and deadlines with accuracy, flexibility and professionalism.
13. Able to maintain confidentiality in all aspects of donor, client, staff, and agency activities and information.
14. Able to make decisions in a changing environment, anticipate future needs, respond to unanticipated events, and meet deadlines.
15. Able to work positively and effectively with difficult customers (internal and external) in person or over the phone.

16. Able to work independently with little supervision.
17. Valid California drivers license and evidence of insurability.

For more information about Yolo Food Bank, please visit [www.yolofoodbank.org](http://www.yolofoodbank.org).

To apply, please submit cover letter and resume to: [lorna@yolofoodbank.org](mailto:lorna@yolofoodbank.org).  
The subject line must read: **Office Assistant**, followed by your last name.

Yolo Food Bank is an Equal Opportunity Employer.

# OFFICE ASSISTANT

**Salary Range: \$13–18/hour**

**Regular Work Schedule:** Monday through Friday, 8:30 am to 5:00 pm

**POSITION SUMMARY:** Working collaboratively within a team environment, the Office Assistant position performs a wide range of reception and clerical duties to provide general administrative support. Responsibilities include front desk reception; helping volunteers and providing support services; assisting with processing donor and partner organization payments and acknowledgements; serving as the initial point of contact to fulfill information technology, storage, insurance, and office supply needs; maintaining electronic databases; and assisting with general clerical support activities, including special event planning and preparations, photocopying, mail, and filing. Ability to speak and read Spanish required.

## **ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:**

1. Receptionist duties include:
  - a. Using a multi-line telephone system to respond to callers and their questions as appropriate, redirect calls, and take messages.
  - b. Greeting visitors upon arrival, responding to questions as appropriate, monitoring visitor access for security purposes, providing donated foods as appropriate, and providing statement/balance updates to agencies upon request.
2. Volunteer coordination duties include:
  - a. Assisting volunteers as needed by providing applications, ensuring sign-in and directing to appropriate work area.
  - b. Providing confirmation letters of volunteer hours.
3. Donations and partner organization support duties include:
  - a. Upon receipt of monetary donations:
    - i. Organizing source documents (typically checks or cash), scanning, copying and providing documents to Assistant Bookkeeper.
    - ii. Inputting donor data into electronic database.
    - iii. Sending donor thank you letters as needed.
    - iv. Updating donor contact list.
  - b. Upon receipt of agency payments:
    - i. Inputting payment data from source documents (typically checks) into electronic database then forwarding payment documents to Bookkeeper.
    - ii. Preparing and mailing monthly agency billing statements.
4. Administrative support:
  - a. Serving as the Point of Contact (POC) between employees and vendors for purchasing and maintaining an adequate inventory of office equipment and supplies for all departments.
  - b. Serving as the POC between employees and vendors for all information technology needs.
  - c. Serving as the POC for vendors providing maintenance, security and other support services.

- d. Assisting the new employee onboarding process by coordinating office equipment, supplies and technology purchases, installation and initial training as needed.
  - e. Assisting program staff needing certificates of insurance and additional insured documents.
5. Clerical support:
- a. Preparing bulk mailings.
  - b. Photocopying and organizing new employee orientation packets.
  - c. Assisting with various event preparations, including ordering and/or picking up food items, setting up event area, and cleaning up event area.
  - d. Opening, sorting and forwarding mail.
  - e. Filing and maintaining administration document retention via scanning, hard copy or electronic filing systems.

**Other Duties and Responsibilities:**

- 1. Maintain tidy and clean reception and break room areas.
- 2. Perform all other duties as assigned.

**MINIMUM QUALIFICATIONS**

**Knowledge, Skills and Abilities Required:**

- 1. Drive own transportation up to two (2) hours per week, for picking up and delivering items related to special events, mail, office supplies, banking, etc.
- 2. Working knowledge of office equipment, such as multi-line telephone system, photocopiers, fax machines, and personal computers (including email, internet searches, Microsoft Word and Excel), etc.
- 3. Strong work and team ethic; able to work effectively with and provide direction to a diverse community of staff; peers; volunteers; guests; and clients.
- 4. Minimum 35 word per minute keyboarding.
- 5. Strong communication (verbal and written) communication skills.
- 6. Strong customer service orientation, including providing accurate information in a timely and helpful manner and asking questions or escalating questions or issues when appropriate.
- 7. Strong organizing skills, attention to detail and accuracy, reliability, flexibility, and ability to take initiative when appropriate.
- 8. Able to represent the Yolo Food Bank positively at all times through appropriate attire and professional and helpful interaction with internal and external customers.
- 9. Strong focus on details and accuracy in all aspects of duties.
- 10. Proficient in learning and using electronic systems and databases.
- 11. Able to plan, initiate and manage multiple tasks despite frequent interruptions and deadlines with accuracy, flexibility and professionalism.
- 12. Able to maintain confidentiality in all aspects of donor, client, staff, and agency activities and information.

13. Able to make decisions in a changing environment, anticipate future needs, respond to unanticipated events, and meet deadlines.
14. Able to work positively and effectively with difficult customers (internal and external) in person or over the phone.
15. Able to work independently with little supervision.

**Minimum Experience:**

1. Two years clerical and reception experience
2. Spanish speaking

**Certificates and Licenses:**

1. Valid California drivers license and evidence of insurability

**WORKING CONDITIONS / PHYSICAL AND NON-PHYSICAL REQUIREMENTS:**

1. This position is primarily sedentary, requiring frequent sitting (up to six hours per day) at desk.
2. Occasional bending, stooping, pushing, pulling, and reaching above shoulder height.
3. Frequent lifting and carrying 0-10 pounds; occasional lifting 10 - 30 pounds.
4. Frequent repetitive hand motion, grasping and fine hand manipulation up to six hours per day, primarily for key boarding and handwriting.
5. Hear and correctly understand face-to-face and telephone conversations up to six hours per day.
6. Speak clearly and correctly face-to-face or over the telephone up to six hours per day.
7. Frequent learning, performing and following of simple and complex calculations, instructions, and concepts.
8. Regular analysis of data and information to make logical and relevant judgments and decisions.
9. Frequently works positively, effectively and efficiently with internal and external customers in person and over the telephone.
10. Receipt of money from donors requires strong security awareness.

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