



EMPLOYMENT OPPORTUNITY

Office Assistant

Do you want to change lives? Do you want to work where every day you help hundreds of people in need and with team members always there to help you? Do you have good administrative, clerical and customer service skills and experience working directly with people from very diverse backgrounds? Then we invite you to join our Administration team!

POSITION SUMMARY

Working collaboratively within a team environment, the Office Assistant position reports directly to the Office Manager and 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; 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, and filing. Ability to speak Spanish preferred. This position is full time Monday-Friday, 8:30am – 5:00pm.

ABOUT YOLO FOOD BANK

Recognized by the *Sacramento Business Journal* in 2020 as one of the Best Places to Work, YFB positively impacts the lives of more than 60,000 Yolo County residents who live in poverty. We provide as many as one million pounds of food each month at nearly 130 distributions via a network of 200 partnerships with food donors, distribution sites, and relationships with 84 local nonprofit programs. Not only is YFB's mission to end hunger and malnutrition in Yolo County, YFB actively reduces poverty in the county by advancing environmental, social and economic sustainability. It is YFB's objective to develop and nurture an equitable, sustainable local food system to advance the health and wellness of ALL Yolo County residents. All positions at YFB serve as ambassadors for our work, and develop and enhance a grateful, nimble, resourceful, creative, curious, collaborative, compassionate, and visionary approach to accomplishing individual and organization-wide goals and objectives.

Visit our website for details on our programs and impact: www.yolofoodbank.org.

KEY 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, and providing statement/balance updates to nonprofit partners upon request.
2. Volunteer coordination duties include:
 - a. Assisting volunteers as needed by providing applications, ensuring sign-in and directing to appropriate work areas.
 - b. Providing confirmation letters of volunteer hours worked.
 - c. Assist at the Programs team with food distributions when additional staffing is needed
3. Nonprofit partner support duties include:
 - a. Depositing payments in the lockbox.
 - b. Preparing as needed and mailing monthly nonprofit partner billing statements.
4. Administrative support:
 - a. Serving as the Point of Contact (POC) between employees and vendors for information technology needs, purchasing and maintaining an adequate inventory of office equipment and supplies for all departments. Updating inventory equipment list annually and as needed.

- b. Serving as the POC for vendors providing maintenance, security and other support services.
 - c. Assisting the new employee onboarding process by preparing new employee packets, coordinating office equipment, supplies and technology purchases, installation and initial training as needed.
 - d. Assisting Program staff needing certificates of insurance and additional insured documents.
5. Clerical support:
 - a. Preparing bulk mailings.
 - b. Assisting with various event preparations, including ordering and/or picking up food items, setting up event areas, and cleaning up event areas.
 - c. Filing and maintaining document retention via scanning, hard copy or electronic filing systems.
 - d. Ensuring tidy and clean reception, break, conference, and rest room areas.
 6. Model Yolo Food Bank core values and organizational culture in all work efforts.
 7. Embrace and model an internal Culture of Philanthropy to inspire colleagues and advance YFB's mission.
 8. Other tasks and duties as assigned.

QUALIFICATIONS & EXPERIENCE

The ideal candidate will possess the following experience, skills and personal attributes:

1. Strong communication (verbal and written) skills.
2. Strong customer service orientation, including providing accurate information in a timely and helpful manner and asking questions or escalating questions or issues when appropriate.
3. Working knowledge of office equipment, such as multi-line telephone systems, 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, volunteers, guests, and clients.
5. 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.
6. Minimum 35 words per minute keyboarding.
7. Strong organizational 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. Proficient in learning and using electronic systems and databases.
10. Able to plan, initiate and manage multiple tasks and deadlines with accuracy, flexibility and professionalism despite frequent interruptions
11. Able to maintain confidentiality in all aspects of donor, client, staff, and agency activities and information.
12. Able to make decisions in a changing environment, anticipate future needs, respond to unanticipated events, and meet deadlines.
13. Able to work positively and effectively with difficult customers (internal and external) in person or over the phone.
14. Able to work independently with little supervision.

COMPENSATION & BENEFITS

Salary range is \$17 to \$20 per hour, plus benefits including quarterly bonus opportunity, 4 weeks Paid Time Off, 10 paid holidays, medical and dental insurance, 403(b) retirement plan match, Flexible Spending Accounts, employer-paid life insurance and Employee Assistance Program, and \$100/year clothing allowance.

APPLICATION PROCEDURE & TIMELINE

Please submit a resume and letter of interest with Office Assistant and your last name in the subject line to **Mike Cornelius, Office Manager, Mike@yolofoodbank.org**. Applicant screening will be ongoing until the position is filled as the goal is to complete the recruitment process at the earliest opportunity and welcome a new Administration team member as soon as possible.

YFB is an Equal Opportunity Employer.