

Gleaners Community Food Bank of SE MI Job Description

Job Title: Office Coordinator
Reports To: Office Manager
FLSA Status: Non-Exempt
Department: Administration
Last Update: May 2021

Under the direction of the Office Manager, the Office Coordinator provides clerical and customer service assistance as needed. The hours of work for this position are from 8:00am to 5:00pm, Monday through Friday, up to 5 of those hours working from home, and occasional shifts from 9:00am to 6:00pm to support the Manager on duty in locking up the building.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Delivers the highest level of customer service to the public and all external and internal shareholders, including those seeking services, donors, staff, partners, vendors, and routing media inquiries.
- Works closely with Security team and Agency Relations team handling visitors and small deliveries and pickups, monetary and special donations, and troubleshooting routine problems in the customer service area.
- Facilitates communication by routing switchboard calls and website inquiries. Provides information by answering questions and requests from all departments to facilitate cross-function of Gleaners team.
- Processes information by copying, retrieving, filing, and transmitting documents as required, including large-scale print jobs with finishing. Some graphic and document design.
- Processes and creates information by formatting, inputting, editing, copying, retrieving, filing and transmitting information as requested by other staff members.
- Disburses information by reading and routing correspondence, schedules, and deliveries; initiating telecommunications (voice mail, etc.) as requested.
- Working with outside vendors for special projects including catering. Inventory and oversight of office supplies.
- Demonstrate and support the Gleaners mission, vision and values throughout all professional responsibilities and activities.
- Other duties as assigned

Scope of Position:

Budgetary Responsibility: Low
Personnel Responsibility: None

Access to Confidential Info:	Moderate
Supervisory responsibility:	None
Donors:	Moderate
Volunteers:	Moderate
Food Partners	Moderate
Outside Vendors:	Moderate

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience

- A minimum of five years' experience working in an administrative support role with a track record of providing excellent customer service.
- Ability to multi-task in a fast paced environment.
- Nonprofit experience, preferred
- Results-oriented with a strong team and service orientation work ethic

Language Ability

Excellent verbal and written communication skills, as well as strong interpersonal skills.

Math Ability

Ability to add and subtract two digit numbers and to multiply and divide with 10s and 100s. Ability to perform these operations using units of American money and weight measurement, volume, and distance. High degree of comfort with writing and managing budgets required.

Reasoning Ability

Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Demonstrated problem-solving and decision-making ability to correct unforeseen issues on the spot during events. Ability to work with volunteers, community leaders, and the public. Ability to multi-task, prioritize and perform under pressure. Ability to adapt to a flexible work schedule is also required.

Computer Skills

To perform this job successfully, an individual should have a thorough working knowledge of the Microsoft Office suite of products. Familiarity with Adobe Creative suite.

Equipment

The position requires operation of standard office equipment including, but not limited to: personal computer, printer, fax machine and telephone.

Work Environment

The standard work environment is an office setting with fluorescent lighting and temperature and humidity controlled by air conditioning and heating. The noise level in the work environment is usually low. The employee will occasionally be required to perform duties in a wide variety of settings (e.g. warehouse or industrial environments, outdoors, other corporate settings).

Physical Demands

The employee must occasionally lift and/or move up to 35 pounds. While performing the duties of this job, the employee is frequently required to speak, hear, and use hands. Moderate amounts of walking, sitting, or standing are occasionally required.