



# Family Services Receptionist

Sacramento Food Bank & Family Services (SFBFS) welcomes people of all backgrounds and circumstances, providing a judgement-free zone for individuals and families throughout Sacramento County. A staff of more than 80 and several thousand volunteers take our mission of fighting food insecurity one step further by offering education and support for families wanting to shape their best tomorrow. More information is available at [www.sacramentofoodbank.org](http://www.sacramentofoodbank.org).

## POSITION DESCRIPTION

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The **Receptionist** is responsible for receiving and transferring calls, taking messages and updating company phone directories. This position will also greet guests, connecting them to appropriate staff members, answering questions and sharing information about SFBFS' programs and services. The Receptionist will also be supporting various Family Services programs with administrative tasks and procedures.

The Receptionist will (including but not limited to):

- Bilingually (English/ Spanish) answer phone calls and greet clients, volunteers, visitors and donors and direct to appropriate program/person
- Create a warm and welcoming environment for all SFBFS guests, including clients, volunteers, visitors and donors
- Assisting with Bilingual (English/ Spanish) mail and e-mail correspondence regarding SFBFS services
- Facilitate/resolving issues with office phones, coordinating phone service, maintenance and updates/ changes to extensions or hotlines and after-hours menu at the Family Services campus
- With guidance from Director, maintain SFBFS' postings, communicate current program information with online-based resource centers including 211 Sacramento
- Review and submit all office supply and paper orders for both campus locations, including submission of invoices and distribute supplies delivered to the Family Services campus
- Print and post information about needed signs for SFBFS campus closures
- Other duties as assigned

## SKILLS AND EXPERIENCE REQUIRED

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- High School diploma or equivalent – some college coursework desired
- Bilingual (English/Spanish) both written and verbal
- Knowledge of and ability to learn about SFBFS program features
- Prior experience with basic computer programs (including Outlook & Microsoft Office)
- Prior experience with phone operations and reception duties
- Advanced principles of phone and e-mail etiquette
- Professional demeanor, flexible and able to respond to multiple demands
- Must be able to pass fingerprint and background screenings
- Prior experience working in social services or with non-profit employer - preferred

## POSITION DETAILS

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- Full-time, non-exempt position; Monday - Friday; occasional weekends and holidays as needed
- SFBFS' Family Services campus location
- Comprehensive benefits including medical/dental/vision/life/AD&D/LTD/retirement and more

Applicants must submit resume, cover letter, [SFBFS' employment application](#) (found here: [www.sacramentofoodbank.org/employment](http://www.sacramentofoodbank.org/employment)) which should include three professional references to [employment@sacramentofoodbank.org](mailto:employment@sacramentofoodbank.org) for consideration. **No phone calls please.**