



Job Description

Title: Agency Receptionist & Pantry Assistant

Reports to: Director of Support Services

FSLA Status: Non-Exempt

Job Status: Full Time

Supervises: Assigned interns and volunteers

Summary: The Agency Receptionist greets all clients, volunteers, partners, and visitors to Catholic Charities Edmonds Street headquarters. Directs clients, volunteers, and visitors as needed to appropriate staff and appointments. Answers agency phone and directs callers as appropriate. Assists with Catholic Charities client choice food pantry as needed.

Possesses a strong commitment to the mission of Catholic Charities including the understanding of Catholic Social Teaching and ability to demonstrate the philosophy and values of the agency.

Essential Duties and Responsibilities

Reception (75%)

- Greet all clients, volunteers, community partners, and other visitors and maintain visitor log. Direct all visitors to appropriate staff and appointments.
- Answer main office phone, review voicemails, and transfer calls and send messages to appropriate staff.
- Receive mail and packages at main entry and distribute as appropriate.
- Clerical duties as needed, including copying, mailing, and filing of various program documents as needed.
- Maintain front desk and entryway appearance with regular cleaning.
- Collaborate with direct service staff to provide resources and connections to community agencies for interested visitors.

Pantry Assistant (25%)

- As needed, greet pantry users and enroll into services
- As needed, provide data support to food programs team, including entry of client information into Oasis database system and SmartChoice database system.
- As needed, assist clients of pantry with shopping questions, including online services
- As needed, serve as check-out person for pantry
- Support and train pantry volunteers in above mentioned tasks

Supervisory Responsibilities

Assigned interns and volunteers

Qualifications

- Must be a self-starter with a high level of organizational skill, flexibility, and commitment to the mission.
- Demonstrated excellent interpersonal and cross-cultural communication skills and ability to thrive in a multicultural setting.
- Demonstrated ability to establish and maintain professional boundaries with staff and clients.
- Possess compassion, flexibility, and adaptability.
- Demonstrated excellent team building skills.
- Demonstrated capacity to work independently and monitor assigned tasks.

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 job functions.

Education and/or Experience

High school diploma required. Three or more years of experience in program administration preferred.

Computer Skills

Demonstrates proficient computer skills and familiarity with commonly used programs. Ability to learn and effectively use various data collection and database management systems to record data as required. Demonstrates familiarity and proficiency with Internet tools and techniques for searching, extracting, and processing information.

Workplace Ethics

Treats people with dignity and respect. Inspires the trust of others. Works ethically and with integrity. Maintains and safeguards confidential information. Possesses a strong commitment to the mission of Catholic Charities including the understanding of Catholic Social Teaching and ability to demonstrate the philosophy and values of the agency. The identity of the agency is clearly Catholic. As such, Catholic Charities' staff adheres to the social and moral teachings of the Catholic Church.

Communication Skills

Exhibits good interpersonal communications skills including the ability to establish and set strong personal boundaries. Keeps others adequately informed and exhibits good team building abilities. Expresses ideas and thoughts clearly. Exhibits good listening and comprehension skills; seeks clarification when needed and selects and uses appropriate communication methods. Ability to communicate and interact with a wide variety of people having diverse social concerns and problems. Ability to communicate the mission and services of Catholic Charities both within the agency and community.

Language Skills



Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write required documentation requiring minimal revisions by others. Ability to effectively present information and respond to questions from employees, managers, clients, and the public. Ability to respond professionally to common inquiries or complaints from customers, regulatory agencies, or members of the business community.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Certificates, Licenses, Registrations

Other Qualifications

Ability to successfully pass a child abuse registry check and criminal background check and requires completion of the Protecting God's Children VIRTUS training session.

Licensed to operate a motor vehicle and ability to meet agency auto insurance coverage requirements. Local travel required.

The work of Catholic Charities serves as an expression of the ministry of evangelization of the Roman Catholic Church by serving the poor and most vulnerable in our society. Although staff are not to proselytize, they are, however, expected to be guided in every way by the teachings of the Catholic faith in their daily work. These include church teachings on abortion, sterilization, abstinence, and the sanctity of the family as well as fidelity to the Catholic ethical religious directive of the United States Conference of Catholic Bishops. In addition, all staff are invited to attend periodic Catholic Masses. As employees of Catholic Charities, it is further expected that staff will adhere to the Diocesan code of conduct. Employees are expected to not only perform duties consistent with the Doctrines of the Catholic faith, but outside of the workplace they are expected to refrain from publishing any communication in any form, electronic or otherwise, that affiliates them with Catholic Charities in a manner that is inconsistent with the doctrine of the Roman Catholic faith.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Must be able to lift 50 lbs. and be on feet for one hour at a time.

Work Environment



The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract.

Employee Signature _____

Printed Name _____

Date _____