



Job Title: Front Desk Associate
Status: Non-Exempt
Department: Administration
Approved by: Casey Winterson

Hours: 40
Supervisor: Operations Director
Date: 06/10/2026

Job Function:

The Front Desk Associate will work as part of a team, with the Information & Finance Coordinator and Operations Director to be responsible for these facets of agency business:

1. Greeting those entering the office, directing them to the proper person, answering and directing all phone calls, the basic maintenance of all office equipment (printers, fax machines, copiers), order and ensuring access to all office supplies.
2. Agency data entry functions, including client records, nutrition data, and others as assigned.
3. Assistance to Information & Finance Coordinator and Operations Director in record keeping and data entry.

Essential Functions: Office Management:

1. Greet individuals who enter office and direct them appropriately.
2. Answer direct phone calls.
3. Process and mail vendor checks.
4. Process all incoming mail and disperse to proper person.
5. File as needed and purge old paper files.
6. Work with Information & Finance Coordinator to inform orders of supplies and forms for entire office.
7. Keep front office area neat and professional, including updating bulletin boards and maintaining welcoming and comfortable reception environment.
8. Orient new staff to front office operations.
9. Other duties may be assigned by Operations Director and/or Executive Director.

Essential Functions: Data Entry:

1. Data Entry for program projects assigned.
2. Assist with client surveys and responses.
3. Data base cleanup within PeerPlace or Better Impact as assigned.
4. Other duties, data entry or reporting tasks as assigned by Operations Director and/or Executive Director.

Knowledge, Skills, and Abilities:

1. High School graduate.
2. 3-5 years' experience in an office setting, preferably in a non-profit agency.
3. Excellent computer and data entry skills.
4. General knowledge of Microsoft suite including Excel, Outlook, Publisher and Word.
5. Ability to troubleshoot all office machines, including faxes, phones, copiers, postage meter, etc.
6. Strong interpersonal skills including, phone and in-person communication.
7. Ability to interact professionally with people of all ages and abilities.
8. Ability to keep confidentiality, to be reliable and honest.
9. Ability to establish and maintain boundaries with both clients and staff members.
10. Proven ability to focus on accuracy and attention to detail.

Additional Desirable Qualifications (optional):

1. Bookkeeping experience and/or certification(s).
2. Associate degree or higher.

Physical Demands:

1. Should be able to sit for long periods of time.
2. Should be able to lift boxes of supplies, cartons of paper, etc.
3. Should possess fine motor skills for some repairs to office machines.

Mental Demands:

1. Must be able to comprehend and follow detailed instructions.
2. Must be able to work independently.
3. Must have ability to multi-task in a high traffic area with many interruptions.
4. Must be able to work with a variety of people.

Working conditions:

1. Workstation is in noisy, high traffic area.
2. Temperature of workstation fluctuates due to incoming foot traffic.