

**The Salvation Army
Vancouver, Washington**

- **Front Office Assistant**
- Hiring Agent: WorkSource
- Host Agency: The Salvation Army
- Funding Source: CDBG
- Status: FTE/PTE (20 hours per week minimum)

Job Description: The primary role of this job is to support the front office and food pantry in a smooth and productive operation. Basic duties including answering phones, greeting visitors, basic data entry, and various related tasks.

Job Qualifications: Demonstrate the ability and willingness to work with the general public. Sensitivity to a diversity of people and their needs. Ability to multi-task and to remain calm among distractions. Capable of performing and learning basic computer skills. Individuals must be able to follow both written and oral instructions.

Duties of the Front Office Assistant

- Become familiar with organizational structure and office protocols.
- Learn the phone system, answer and track calls.
- Greet visitors and make sure everyone is signed in.
- Direct food pantry requests appropriately.
- Help monitor flow of traffic to food pantry.
- Work cooperatively and constructively with staff and volunteers.
- Maintain referral lists.
- Do copy work as needed.
- Perform certain basic computer entry jobs.
- Attend staff meetings as requested.
- Agree to sign any pertinent policy and procedure documents furnished by
- The Salvation Army.

Other duties

- Seasonal duties may include a variety of tasks related to the collection and distribution of food and toys for the holidays.
- Some duties may be requested or assigned within the employee's capabilities and what is found to be moral, ethical, and legal for both employee and employer.

Physical Capabilities Required

- Ability to grasp, push, pull objects such as files, file cabinet drawers, and reach overhead.

- Ability to operate a complex multi-faceted telephone system.
- Ability to operate a desktop and/or laptop computer.
- Ability to lift up to 20 lbs.
- Ability to access and produce information from a computer.
- Ability to understand oral and written information.
- Ability to walk, sit, stand, and bend intermittently and/or continuously.
- Ability to exercise good hand eye coordination (using hand to hand, hand to finger, hand to object).
- Ability to hear and speak clearly.
- Ability to see clearly both up close and at a distance.
- Ability to work independently with minimal supervision.

A qualified person with a disability may request a modification or adjustment to the job or work environment to meet the physical requirements of the position.

Employee: _____ Date: _____

Supervisor: _____ Date: _____

Revised: July 2022