



Distribution Assistant

The Distribution Assistant will serve as the first point of contact and provide administrative support for Distribution. The assistant will answer telephones, greet/check-in guests and agencies, assist with agency appointments and communications and assist with special orders from agencies. Reports to the Operations Manager.

General Responsibilities:

1. Answers, screens and triage incoming telephone calls
2. Greets/check-in visitors and train volunteers on Volunteer Hub software
3. Welcomes and guides agency shoppers through the process
4. Maintains controlled access to building
5. Handles food drive donations including weighing, assisting donors with donations and posting into Ceres
6. Handles walk in cash or check donations, recording and receipt
7. Assists visitors seeking food assistance by: referral, supply with food and maintain log
8. Assists Volunteer Coordinator with large groups
9. Supports Distribution and Member Services daily activities
10. Communicate with Programs to facilitate an efficient, positive experience
11. Follow up on agencies when late for appointments or delivery problems
12. Enter special orders and other distribution issues after hours
13. Invoice agency orders
14. Perform other assignments as directed by management

Qualifications/Requirements:

- Minimum 1-2 years' experience in office support environment
- College degree preferred; high school graduate or GED required
- Help desk/customer service experience a plus
- Flexible with assignments
- Proficient in Microsoft Word, Excel and Outlook
- Excellent verbal and written communication skills
- Ability to lift up to 40 pounds
- Commitment to the goals of Connecticut Food Bank
- Must be able to contribute to a positive work environment with commitment to social justice

Send cover letter with salary requirements and resume to:

**hr@ctfoodbank.org
203-469-4871 (fax)**