



Front Desk Associate

The Front Desk Associate is the first impression of Bright Blessings either through phone calls or face to face interaction! They are an extension of the development department as every person who walks through our doors is a potential donor or knows a potential donor.

Main Responsibilities:

- Greet Guests entering our facility. This will be a combination of weekday volunteers, group event participants, visitors for meetings, people dropping off donations, etc.
- Answer incoming calls and direct them to the appropriate person. Also, retrieving telephone messages and answering general questions
- Setting up the front area by making sure there are sign in sheets, empty bins to receive donations, opening the blinds, turning on lights, etc.
- Looking over the calendar to see what is going on that day, what visitors might be coming, what group events we have coming, and any other special events
- Assist with mailings, filing, unloading and loading delivery packages
- Enter new volunteer forms into database for LKN Satellite
- Assist with executing special events, set-up and tear down
- Receive shipments
- Receive donations and write receipts. Write thank you postcard as appropriate
- Sorting donations
- Enter volunteer hours/activities for Matthews and LKN into Donor Perfect
- Enter logged donations into Donor Perfect
- Backup for Group Events
- Various other administrative tasks

Education, Experience, Knowledge & Skills Required:

- Friendly, outgoing, able to maintain a positive attitude
- Organized, show initiative and willingness to learn
- Respectful, flexible and reliable
- Maintain good relationship with staff
- Attention to details/data entry accuracy

Reports to: Operations Manager

Estimated Time Commitment: 20 hours per week; Tuesday – Friday 9:00 am – 2:00 pm