Job Description – Front Desk Receptionist

**Status:** Non-Exempt  
**Hours:** 1.0 FTE (Part-time, 20 hours/week)  
**Compensation:** $21.31/hr  
**Benefits:** N/A  
**Reports to:** Manager of Volunteer Services  
**Job Summary:** The Front Desk Receptionist will be responsible for operating, maintaining and executing all responsibilities related to front desk and reception.

**DUTIES AND RESPONSIBILITIES**

- Operate and oversee all functions related to the front desk, including answering phones, assisting and checking in clients, and data entry.
- Open the office and be ready for all operations promptly at 8:00 am. Ensure that the front desk and lobby are clean and organized.
- Greet volunteers, visitors, donors and clients with a professional and welcoming attitude. Assist clients with immediate questions and issues.
- Accept and direct incoming phone calls. Being the first point of interaction for the agency, she or he should always promote West Valley Community Services to visitors, current and potential volunteers, donors, clients, and community members.
- Receive and process donations.
- Welcome, train and support reception volunteers as needed for effective execution of front desk duties.
- Work with facilities staff as required.
- Check and update client information on Salesforce.
- Assist with food pantry set up and closing if needed.
- Make sure that all collateral and printed marketing materials are current and refilled in lobby stands.
- Order and re-stock office supplies, as needed.
- Other duties as assigned.

West Valley Community Services believes that each employee makes a significant contribution to our success and should not be limited by the assigned responsibilities. This job description outlines primary duties, qualifications, and job scope, but is not intended to be a comprehensive description of job responsibilities. We expect each employee to offer his/her services as necessary to ensure the success of our endeavors.
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QUALIFICATIONS

- Proven success in customer service industry
- Strong team orientation, interpersonal and problem solving skills, maturity in judgment and ability to work effective in collaboration with diverse groups of people
- Proven high level writing and oral communication skills
- Excellent computer skills, including MS Office Applications as well as background in database management. Experience with Salesforce and multilingual is a plus.
- Flexibility and adaptability in work schedule
- Energy, creativity, initiative, Pleasant personality, sense of humor and enthusiasm.
- Understanding of and commitment to West Valley Community Services’ mission, purpose and goals
- As a small organization operating in a very dynamic environment, a significant amount of flexibility and teamwork is required. Employees are expected to work collaboratively to ensure organizational success.

ABOUT WEST VALLEY COMMUNITY SERVICES

West Valley Community Services is a nonprofit organization that has been providing safety net services to low income and homeless individuals and families in the west valley region of Santa Clara County for more than 40 years. The mission of West Valley Community Services is to unite the community to fight hunger and homeless. Our work is guided by the vision of a community where every person has food on the table and every person has a roof over their head.

At West Valley Community Services, we value:

- Compassion – We respond to the needs of others with sensitivity and kindness.
- Dignity – We treat everyone with honor and respect.
- Integrity – We operate with honesty and strong moral principles.
- Service – We bring together the community to help others.
- Diversity – We value each individual’s uniqueness.
- Ingenuity - We approach our work with creativity and resourcefulness.

These values inform the work we do with our clients, our staff, our board members, and the community.

West Valley Community Services offers a range of safety net services to clients, including a food pantry, affordable housing, emergency financial assistance, a mobile food pantry, financial coaching, family support, case management, and referral services. We also partner with county agencies to ensure clients have access to public health and food assistance benefits. Our programs target families with children, at-risk youth, seniors,
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West Valley Community Services is the only nonprofit agency helping the almost 22,000 men, women, and children living in poverty in the west valley communities of Cupertino, West San Jose, Monte Sereno, Saratoga, Los Gatos and the surrounding mountain regions. We provide the most vital and basic human services to the community’s neediest individuals and families.

Email Cover Letter and Resume to:
WVCS Jobs – bobbib@wvcommunityservices.org
[Please indicate “Front Desk Receptionist” in the subject line of the email]