



Job Description

Job Title:	Office Administrator
Classification:	Full Time, 40 hours per week, Non-Exempt
Department:	Administrative
Reports to:	Chief Executive Officer (CEO)

Job Summary

The mission of Montana Food Bank Network (MFBN) is to end hunger in Montana through food acquisition and distribution, education, and advocacy. The Office Administrator role involves managing day-to-day office operations, coordinating administrative tasks, supporting staff tasks and responsibilities, coordinating volunteers and supporting Human Resource administration. We're looking for someone with exceptional organizational and communication abilities, along with a dedication to fostering a positive and efficient work environment

Duties and Responsibilities

- Oversee the day-to-day functioning of the office, ensuring that administrative processes run smoothly.
- Perform a wide range of administrative tasks including but not limited to answering, screening, and forwarding phone calls, managing correspondence from info@mfbn.org and MFBN's online contact forms, daily mail processing, ordering supplies, assisting with the maintenance of organization records and computer files, typing, filing, copying, and scanning.
- Communicate via phone, email, and mail providing excellent customer service and maintaining professionalism.
- Provide support to Finance and Donor Relations & Database Coordinator to process incoming donations daily as well as serve as backup for donation processing in the absence of the Coordinator.
- Perform a wide range of volunteer coordinator duties including but not limited to scheduling, check-in, orientation, photos, recognition, retention, and following up with groups by providing photos and impact report.
- Keep a record of volunteer hours in an online and offline tracking database.
- Maintain adequate office supplies by regularly monitoring inventory and promptly initiating supply orders when needed.
- Support various data entry and other recording-keeping tasks.
- Provide basic HR support including personnel onboarding and exiting processes as well as tracking annual training requirements for employees.
- Maintain office security by adhering to AIB standards and safety protocols by controlling access through the reception desk (monitor the logbook, aid in volunteer check-in, etc.)
- Act as the front office point of contact, directing visitors as necessary.
- Coordinate volunteer tasks, scheduling, and inventory with Operations, adhering to ServSafe and AIB standards.
- Provide monthly reports and end-of-fiscal year reports on volunteer activity.
- Assist the CEO in preparing for Board of Directors (BOD) meetings, take meeting minutes for review

by the BOD Secretary, and maintain the BOD portal.

- Assist staff members in preparation for meetings and events.
- Provide data entry assistance to departments as needed.
- Assist with quarterly donor newsletter content.
- Maintain staff certifications for ServSafe, First Aid, and electrical pallet jack operations.

Skills and Qualifications

- Be committed to MFBN's mission and vision.
- Comply with MFBN policies and procedures.
- Ability to work with diverse individuals, and to communicate with clarity and empathy.
- Maintain professionalism while demonstrating strong interpersonal skills.
- Strong written and verbal communication skills.
- Strong organizational and planning skills.
- Ability to work on multiple responsibilities with attention to detail and accuracy.
- Work diligently to meet deadlines.
- Ability to work independently and as part of a team to assist co-workers and volunteers.
- Strong analytical and problem-solving skills.
- Willingness to take initiative, suggest new ideas, and strategies.
- Demonstrate patience under all circumstances.
- Willingness to assist agencies and volunteers while prioritizing their best interests in any situation.
- Proficient in Microsoft Office Suite.
- Ability to work occasional weekends or evenings as needed.
- Perform any additional tasks and duties as assigned.

Required

- High school diploma, GED, or equivalent education.
- Two to three years experience in an administrative assistant role.
- Proficient with Microsoft Office software, phone systems, time management software, etc.
- Valid driver's license and insurable.

Preferred

- Experience working with nonprofits.
- Experience working with volunteers and event planning.

Worksite

- MFBN's office is located at 5625 Expressway, Missoula, MT 59808.

Montana Food Bank Network is an equal-opportunity employer.

We celebrate diversity and are committed to creating an inclusive environment for all employees.

Offer of employment is contingent on the successful completion of a background check.