



Receptionist

Imagine a place where your talent can make a meaningful difference in West Virginians' lives. Working at Mountaineer Food Bank is a uniquely rewarding experience in which our employees work together as vital parts of a much larger mission: to end hunger in West Virginia. We are mission-focused and known for our core values of *grow to be wise, serve with humility and move with motivation*.

We are a West Virginia non-profit and the state's largest feeding organization. Located in the heart of West Virginia, our mission is to feed West Virginia's hungry through a network of feeding programs and engage the state in the fight to end hunger.

What you'll do

The Receptionist serves as the first point of contact for the food bank, creating a welcoming and professional environment for clients, volunteers, donors, and partners. This role is responsible for managing front desk operations, including answering and directing phone calls, greeting visitors, and handling general inquiries, while also providing essential clerical and administrative support.

Here are examples of what you'll be doing everyday:

- Manage front desk operations, including receiving and distributing mail, packages, and deliveries
- Maintain accurate records through data entry, filing, and database management
- Assist with scheduling appointments, meetings, and use of shared spaces
- Provide clerical support such as preparing documents, copying, scanning, and filing

And then there's you...

Communication Skills – Demonstrates clear, professional, and compassionate verbal and written communication when interacting with clients, visitors, volunteers, and staff, ensuring a positive and respectful experience for all.

Organization and Attention to Detail – Effectively manages multiple tasks, maintains accurate records, and ensures office systems, schedules, and documentation are orderly and up to date.

Customer Service Orientation – Exhibits a welcoming, patient, and solutions-focused approach, especially when working with individuals experiencing food insecurity, while maintaining professionalism in a fast-paced environment.



We are an equal opportunity employer, and all applicants will be considered. We are committed to a diverse and inclusive workplace where we learn and work together to change West Virginia.

This position is 38-40 hours per week, 5 days a week. The hourly wage is \$17.00 per hour plus a generous benefit package including health, vision, dental, and life insurance for the employee. This position also includes 11 paid holidays, generous paid time off, and a 401k option. We also believe in supporting each other and investing in our team's well-being and growth through providing in-house opportunities for professional and personal development.

This position is based in Gassaway, West Virginia.

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If you see yourself fitting in this role, we would love to hear from you! Please send your resume, references, and cover letter to chad@mountaineerfoodbank.org by 4/10/2026.



Job Description

Job Description Title:	Receptionist	Primary Supervisor(s):	CEO
Location:	Gassaway	Travel Required:	Minimal
FLSA Classification:	Non-Exempt/Hourly	Position Status (FT, PT, etc.):	Full-Time
General Workday/Week:	Monday-Friday (38-40 hours per week)	Physical Demands:	Low
Required Education and Experience:	High School Degree. Microsoft Office training, certification, or competency in Microsoft Word & Excel	Safety Sensitive:	No

PHYSICAL / ENVIRONMENTAL DEMANDS: *The table below shows how much on-the-job time is spent in the following physical activities:*

ACTIVITY:	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing		X		
Walking		X		
Sitting				X
Using hands to finger, handle or feel				X
Reaching with hands and arms		X		
Climbing or balancing		X		
Stooping, kneeling, crouching, or crawling		X		
Talking or hearing			X	
Tasting or smelling	X			
Driving		X		

This position is responsible for maintaining some records and files for Administration. Approximately 20 hours per week. Must be competent in Microsoft Office Programs, primarily Word & Excel.

Equipment Used: Computer/laptop, telephone, copier, fax, scanner, printer, related communications systems



Our Vision:

We believe in a West Virginia where no one goes to bed hungry...today or tomorrow.

Position Summary:

The Receptionist serves as the first point of contact for the food bank, creating a welcoming and professional environment for clients, volunteers, donors, and partners. This role is responsible for managing front desk operations, including answering and directing phone calls, greeting visitors, and handling general inquiries, while also providing essential clerical and administrative support. Duties may include scheduling, data entry, maintaining records, assisting with correspondence, and supporting day-to-day office functions to ensure efficient operations. The ideal candidate is organized, detail-oriented, and demonstrates strong communication skills, professionalism, and a commitment to the mission of MFB.

Attributes & Values:

This position requires an individual that is passionate, focused and shows creativity around the Food Bank vision, mission, and values.

- **Motivated-** intrinsically motivated, diligent and push yourself to do your best work. Always looking for new ways to grow and improve.
- **Humble-** self-confident but not arrogant and quick to share credit and praise others freely. Willing to help the team get the job finished right.
- **Wise-** Emotionally intelligent and know how to communicate with and work well with others. Understand how your words and actions affect the people around you.

Mountaineer Food Bank uses the Working Genius model (www.workinggenius.com) to assess and identify attributes for each position based off the WIDGET model.

Essential Duties & Responsibilities:

- Serve as the first point of contact by greeting visitors, clients, volunteers, and partners in a professional and welcoming manner
- Answer, screen, and direct incoming phone calls; respond to general inquiries or route to appropriate staff
- Manage front desk operations, including receiving and distributing mail, packages, and deliveries
- Maintain accurate records through data entry, filing, and database management
- Assist with scheduling appointments, meetings, and use of shared spaces
- Provide clerical support such as preparing documents, copying, scanning, and filing



- Support administrative functions including correspondence, report preparation, and recordkeeping
- Assist with volunteer check-in and basic coordination as needed
- Assist with delivery/pickup check in and basic coordination as needed
- Maintain office supplies inventory and place orders when necessary
- Ensure the reception area and common spaces are clean, organized, and presentable
- Uphold confidentiality of sensitive client, donor, and organizational information
- Provide general support to staff and leadership to ensure efficient daily operations
- Demonstrate professionalism, strong communication skills, and alignment with the food bank's mission and values
- Restock supply closet with printing paper, ink, pens, paper clips, staplers, files, and folders.
- Perform other duties as assigned

Experience:

Microsoft Office training, certification, or competency in Microsoft Word & Excel

Job Competencies:

- Passion, focus, and creativity around Food Bank vision, mission, and values.
- Strong work ethic with the ability to push things across the finish line to completion. Willingness to put in the work and complete according to specification.
- Teamwork- collaborator who enjoys working together to meet goals.
- Relationship Management- ability to work with team on multiple relationships-internal and external (staff, donors and member agency partners, etc.)
- Be able to assess situations to provide advice and feedback to make decisions.
- Positive Attitude- Ability to work through different circumstances (change of schedule, weather, etc.) with a positive attitude.

Physical, Mental, & Environmental Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to:

- Work in an office setting at MFB at Gassaway
- Sit, stand, walk, bend, kneel, and use hands, arms, and legs for dexterity, balance and climbing stairs.

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- Must be able to sit for prolonged periods of time.
- Occasionally required to operate office equipment and machines and recognize safety hazards in the workplace.
- Must be able to lift, carry, and balance objects weighing up to twenty-five pounds.
- Must be able to hear, see, read, and communicate verbally and in writing frequently with a wide range of people from divergent socio-economic and cultural backgrounds and origins.
- Demonstrate a professional demeanor in interactions with all MFB staff, agencies, donors, government officials and the public.
- Keep informed and consistently practice the policies and procedures of MFB regarding compliance.
- Possess knowledge of MFB and all programs.

Mountaineer Food Bank is an equal opportunity employer.

2026/JCM