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Administrative and Client Care Support (Term Position) Job Description

The Position

This position is one of the first points of contact for all visitors and phone calls; this job includes handling requests and/or directing people as required. Administration duties include ensuring the efficient and timely operations of the office to support and enhance the work of the organization. The ability to prioritize and multitask in a fast paced environment is essential. This position will also work to support our Client Care Intake worker in processing client applications and distribution of food to AFB clients. This position will support other areas of the food banks operation as required.

Key Responsibilities

Office Administration Duties

- Greet visitors, clients, volunteers and donors; handling requests and/or directing them appropriately.
- Answer incoming phone calls and general emails.
- Prepare mail-outs including correspondence, thank you notes and tax receipts.
- Support organization's ability to respond to emergencies and urgent issues.
- Support the work of special projects as needed.
- Other duties as required.

Client Care Support

- Act as a backup support for Client Care Intake worker and complete client intake applications as required.
- Support Intake worker with distribution of hampers to clients (includes some lifting).
- Working with Client Care Intake worker to distribute food "extras" to walk-in clients, ensure client area is stocked
- Other duties as required

Qualifications / Skills

- Passionate about the Airdrie Food Bank's mission.
- Compassionate, caring and non-judgmental approach
- Strong customer interpersonal skills
- Adaptable, flexible and able to multi-task in a fast paced environment.
- Can well as within a team environment
- Strong Computer skills (PC - Microsoft Outlook, Word, Excel).
- Detailed oriented with strong communication skills.
- Willing to jump in when needed
- Experience in a related field, preferably in non-profit or social enterprise sector.

Working conditions

- Monday to Friday during office hours; occasional evening or weekend may be required.
- 37.5 hours per week.
- Term position starting ASAP to March 30, 2018

How to apply:

Interested applicants please send your resume and cover letter telling us how your skills fit this role and benefit the food bank.

Fax letter and resume to 403-948-9332
or email to jobs@airdriefoodbank.com

Closing Date: Once suitable candidate has been found