



Job Description

Job Title: Administrative Assistant
Classification: Full Time, Non-Exempt
Department: Operations
Reports to: Eastern Idaho Regional Director
Location: Pocatello, ID
How to Apply: <https://idahofoodbank.org/about/employment/>

Job Summary:

Under the supervision of the Eastern Idaho Regional Director, the Administrative Assistant provides exceptional customer service and administrative support for The Idaho Foodbank's Eastern Idaho operations. This position serves as a key support resource for staff, volunteers, donors, community partners, and visitors by coordinating office operations, maintaining organizational records and databases, supporting donor and constituent management through Raiser's Edge NXT, and assisting with the planning and execution of fundraising, community engagement, volunteer, and outreach events. The Administrative Assistant helps ensure the efficient operation of the Eastern Idaho branch while advancing The Idaho Foodbank's mission through strong organizational support, community engagement, and relationship management.

Knowledge, Skills and Abilities Required:

- High-School diploma or GED equivalent with 2 years of experience in the field or in related areas.
- Excellent customer service and ability to work and communicate with people from all backgrounds.
- Excellent verbal, written, and telephone communication skills.
- Professional, positive, enthusiastic demeanor: flexible, proactive, confident, resourceful, and efficient.
- High organizational skills and attention to detail.
- Proven competencies in Microsoft Office products, including Internet, Word, Excel, Outlook, PowerPoint, and standard office equipment, including a multiline phone system.
- Experience in data collection, entry, and analysis.
- Ability to make presentations and develop reports that include data and technical information.
- Must be a strong independent worker as well as be able to work as part of a team.
- Must be willing to accept new responsibilities and assignments.
- Commitment to a culture of diversity and equality and to the organizational mission to end hunger.
- Flexible schedule and some weekends required.

Principle Duties and Responsibilities:

- Greet the public in a professional manner with proper telephone etiquette and personal greetings; provide excellent customer service in representing The Idaho Foodbank as first point of contact.
- Announce and direct visitors, clients, and guests.
- Receive donations of food and money from walk-in donors.
- Assure tidiness and professional appearance of desk area, lobby, conference room and other common areas.
- Ensure knowledge of staff whereabouts and maintain accurate and complete sign-in/sign-out procedures for staff, vendors, and volunteers.
- Distribute mail and assist with mail preparation and delivery.
- Assist neighbors who need food assistance with Emergency Food Bags and community resources.
- Commit to upholding policies, principles and best practices for food safety. Assist in verifying food safety standards are met for products and packaging materials through visual inspection, product handling and temperature monitoring when applicable.
- Understand the personal responsibility to follow all safety policies and health rules, programs and procedures, to report all unsafe acts, environment or behaviors immediately and to always report safety issues, incidents or accidents immediately.
- Ensure all required documentation necessary for compliance to occupational safety, food safety standards and regulatory requirements is complete, accurate and current.
- Ensure cleaning records are accurate, complete and current.
- Verify accuracy of inventory control by spot checking completed documents.

- Maintain accurate, organized, and current files for all branch operations.
- Prepare paperwork for mobile pantries quarterly and communicate changes due to holidays.
- Complete monthly people served counts and reports for all mobile pantries in Eastern Idaho.
- Conduct, complete, and track annual Civil rights training for mobile pantries and community partners.
- Communicate reporting deadlines to community partners, mobile pantries, and schools in a clear, kind, and efficient manner.
- Track reporting compliance for community partners, mobile pantries, and schools.
- Greet and check-in all volunteers and prepare them to perform their duties in accordance with The Idaho Foodbank's policies and procedures for food safety and occupational safety.
- Ensure all volunteers wear the proper footwear and clothing for the volunteer activity being conducted and adhering to all GMPs for food safety.
- Order and maintain office, janitorial, and warehouse supplies.
- Prepare all purchase requests for the branch.
- Keep accurate information, calendars, databases, spreadsheets, etc. in the areas of assigned responsibility.
- Support of internal organizational events and activities.
- Maintain knowledge of office equipment/systems as back-up support: faxes, copiers, printers, etc.
- Coordinate the repair and maintenance of office equipment.
- Assist Management staff with overflow work: word processing, data entry, spreadsheets, and internet research tasks.
- Assist with general office functions as workload allows.
- Assist with volunteer group oversight as workload allows.
- Attend staff meetings and appropriate training as required.
- Perform all other duties as assigned.

Organizational & Event Support:

- Provide administrative support to all Eastern Idaho staff members as needed.
- Assist with planning, coordination, logistics, registration, and follow-up for fundraising events, community outreach activities, volunteer events, and partner meetings.
- Maintain event records, registrations, sponsorship documentation, and attendee communications.
- Support donor, volunteer, partners, and community engagement efforts through accurate record keeping and database management.
- Assist with preparation of presentations, reports, meeting materials, and community communications.
- Coordinate shared branch calendars, meeting schedules, room reservations, and event logistics.
- Serve as a central point of coordination for administrative projects and branch-wide initiatives.

Development & Donor Database Support

- Assist with maintaining accurate donor, volunteer, and constituent records in Raiser's Edge NXT.
- Enter and update donor contact information, gift records, communication preferences, and stewardship activities.
- Assist with gift processing, acknowledgements, and donor correspondence as directed.
- Generate donor, volunteer, and event reports from Raiser's Edge NXT to support fundraising, stewardship, and community engagement efforts.
- Support donor cultivation and stewardship efforts by tracking meetings, communications, and follow-up activities.
- Assist with event registration tracking, sponsorship documentation, and donor record management.
- Conduct routine database audits to ensure accuracy, completeness, and consistency of constituent information.
- Maintain confidentiality of donor and organizational information in accordance with Idaho Foodbank policies.

Working Conditions

This work is performed primarily in an office environment while sitting at a computer terminal for extended periods of time. May involve periodic lifting and carrying of items that may weigh up to 50 pounds. May work outside normal working hours and drive own vehicle for various projects daily.

Food Safety:

- Commit to upholding policies, principles and best practices for food safety.
- Understand the personal responsibility to follow all safety policies and health rules, programs and procedures, to report all unsafe acts, environment or behaviors immediately and to always report safety issues, incidents or accidents immediately.

Employment Requirement

- Negative Drug Screen
- Successful Background Clearance

Disclaimer

This job description in no way states or implies that these are the only duties to be performed by the employee in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give assignments.

This position description excludes the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Organizational Culture

At The Idaho Foodbank, we live our core values of **Belonging, Commitment, and Collaboration**. We're driven by our mission to nourish, educate, and advocate for food-secure communities. We believe every team member plays a vital, daily role in our mission.

Equal Opportunity Employer

The Idaho Foodbank is an Equal Opportunity Employer committed to fostering a welcoming and supportive workplace. We strive to create an environment where all employees and those we serve feel valued, respected, and empowered to reach their full potential. Our hiring and workplace practices are rooted in merit, fairness, and belonging.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, age, national origin, disability, protected veteran status, gender identity, or any other factor protected by applicable federal, state, or local laws.