

Position Announcement – OPERATIONS ADMINISTRATIVE ASSISTANT Mississippi Food Network, Jackson MS

POSITION SUMMARY: is responsible for efficiently managing the main phone line, ensuring calls are accurately directed to the appropriate staff members, and providing exceptional customer service to both visitors and callers. This role also involves handling telephone inquiries related to food assistance and offering administrative support within the Operations Department.

RESPONSIBILITIES

- Professionally manage all incoming calls, ensuring they are promptly routed to the correct person or department.
- Provide accurate information to individuals seeking food assistance.
- Deliver direct customer service to Mississippi Food Network (MFN) partner agencies by addressing questions and requests for information.
- Assist the Order Entry Clerk with checkouts for agency pick-ups.
- Support the preparation of monthly reports and assist with various clerical tasks such as filing, photocopying, transcribing, faxing, and responding to emails.
- Spearhead along with Human Resources employee social activities that bolster employee morale (e.g., Spirit Committee, MFN Week, MFN Family and Fun Day, and employee monthly recognitions)
- Assist Human Resources with staff recruitment, hiring, and orientation of new employees.
- Manage general office duties, including greeting visitors, maintaining receipts, and preparing monthly credit card reconciliations.
- Oversee office supplies inventory and place orders, as necessary.
- Assist with preparations for the semi-annual AIB food safety audit.
- Perform other duties as assigned.

QUALIFICATIONS

- High school diploma or GED equivalent required.
- Minimum of 1-2 years of experience in an office support environment, with responsibilities including: data entry, processing, and customer service.
- Excellent written and verbal communication skills, with the ability to work effectively with a diverse group of people.
- Proficiency in Microsoft Word, Excel, and Outlook, with the ability to quickly learn and adapt to new software.
- Self-motivated with the ability to multi-task, be organized, and work independently to manage time and assignments.
- Ability to work for extended periods in front of a computer screen.
- Familiarity with general office equipment, including fax machines and copiers.
- Strong problem-solving skills with a customer-focused approach to addressing agency concerns.
- Ability to complete tasks accurately, efficiently, and within deadlines.
- Ability to work independently as well as collaboratively within a team.
- Demonstrates a willingness to cross-train in the roles of other front office personnel, ensuring seamless coverage of daily tasks and uninterrupted workflow in the event of absences.



We are an Equal Opportunity Employer

Apply: Complete and return internal job application to HR by Monday, October 7, 2024

Position Announcement – OPERATIONS ADMINISTRATIVE ASSISTANT
Mississippi Food Network, Jackson MS

- Adherence to all MFN policies, guidelines, and protocols regarding agency interactions, data privacy, and security.
- Commitment to food banking and Mississippi Food Network's mission to fight hunger in Mississippi.
- Must be able to pass a pre-employment drug screen and background check.



We are an Equal Opportunity Employer

Apply: Complete and return internal job application to HR by Monday, October 7, 2024