

Job Title: Registration and General Operations Assistant

Location: Orcas Island Food Bank, Orcas Island, WA

### About Orcas Island Food Bank

Orcas Island Food Bank (OIFB) is a community-focused organization dedicated to nourishing current and future generations of our community through food access, education, and advocacy. We distribute food at no charge, tailored to suit our customers' unique needs. We strive to offer culturally recognized, age-appropriate, and dietary-specific options, including fresh produce and protein, much of which is locally grown or raised.

### Position Summary

Registration and General Operations Assistant will be primarily responsible for checking-in and registering customers. Additional duties might include light admin work and assisting the team as needed with various task related to distribution.

### Key Responsibilities

- Operate our customer intake system and log customer information
- Coordinate program communications with customers and staff
- Oversee distribution signage needs
- Assist customers in overcoming food access challenges related to our programs
- Curate and supply additional social service support information from our network
- Communicate effectively with customers, staff, volunteers, and external partners
- Adapt to changing needs and priorities in a dynamic environment
- Collaborate with management to develop and implement communication strategies
- Provide excellent customer service to customers and staff

### Qualifications

- Previous experience in customer service, with an emphasis on one-on-one problem-solving assistance
- Strong organizational skills and attention to detail
- Excellent communication and interpersonal skills
- Ability to work both independently and as part of a team
- Proficiency in Microsoft Office Suite, Canva and other customer database programs

## Skills and Abilities

- Ability to manage time effectively and handle multiple tasks
- Strong problem-solving skills and a proactive approach
- Compassionate and empathetic approach to working with diverse populations
- Ability to maintain a positive attitude in a fast-paced environment
- Background in social services is a plus
- Bilingual in Spanish and English is a plus

## Working Conditions

- Ability to work primarily at a desk for up to 9 hours.
- Ability to perform repetitive data input tasks for up to 9 hours.

## Job Classification

- Part-time and/or seasonal (approx. 18-20 hours per week)

## Equal Opportunity Employer

Orcas Island Food Bank welcomes people from all backgrounds and walks of life, and it's reflected in our largely diverse community of employees, clients, and partners. OIFB is proud to be an equal opportunity employer and is committed to providing equal opportunity for all employees and applicants.

OIFB recruits, hires, trains, promotes, compensates, and administers all personnel actions without regard to race, color, religion, sex, sex stereotyping, pregnancy (which includes pregnancy, childbirth, and medical conditions related to pregnancy, childbirth, or breastfeeding), gender, gender identity, gender expression, national origin, age, mental or physical disability, ancestry, medical condition, marital status, military or veteran status, citizenship status, sexual orientation, genetic information, or any other status protected by applicable law.

This position offers a pay rate of \$20 per hour. To apply, please email your resume along with three references to Alan at [alan@orcasfoodbank.org](mailto:alan@orcasfoodbank.org). After submitting your application, please call 360-622-9383 to schedule an interview. The position will remain open until filled.