



Job Description

JOB TITLE: Business Support Specialist

REPORTS TO: Operations Support Supervisor

STATUS: Hourly, Non-Exempt

HOURS: Monday-Friday as scheduled, Weekends as needed

PRIMARY FUNCTION:

Provide administrative support for partner agencies, donors and other customer and visitors. Manage and process accurate information pertaining to accounts receivable and accounts payable; support business functions. Maintain office activities in order to sustain a professional and efficient office environment.

PRINCIPAL DUTIES & RESPONSIBILITIES:

Administrative/Office

- Process incoming mail, including electronic communications
- Process donations, cash receipts, accounts payable and receivable transactions accurately and timely
- Assist with annual financial audit
- Maintain record storage system according to EIF Policy
- Assist with documentation storage (contracts, leases, and other legal documents)
- Provide general office assistance such as copying, word processing, mail handling and filing
- Assist with reports and filings for food programs, including but not limited to, Feeding America and IDHS

Customer Service

- Serve as backup to assist agencies and programs with order processing and operational processes including shopping, on-line assistance, and delivery and account information
- Process Agency Reporting documents as assigned
- Assist with product distribution and promotions
- Deal tactfully and respectfully with agencies, community organizations, donors, and volunteers to maintain effective and positive relations both in person and on the phone
- Assist Customers as needed
- Serve as back up for other office staff

Inventory (as directed)

- Assist with reports/filings for food programs, including but not limited to, Feeding America and IDHS
- Assist with donations, product management, physical inventories, and inventory reconciliation

Other duties and special projects as assigned

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Indoor office environment, temperature-controlled
- Sitting and standing for long periods, walking intermittently
- Using office equipment such as computer, mouse, keyboard, printer
- Ability to stand, walk, sit, use hands to finger, handle, or feel objects, tools or controls, reach with hands and arms, climb stairs, balance, stoop kneel, crouch or crawl, talk or hear and taste or smell
- Occasionally lift or move up to 20 pounds
- Use specific vision abilities, including close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus

QUALIFICATIONS:

Competencies

- Ability to represent EIF with professional poise and work effectively with a wide range of constituents
- Demonstrates compassion and sensitivity to vulnerable populations
- Microsoft Office proficient using Outlook and Word, highly skilled using Excel
- Excellent organizational, time management and follow-through skills, able to handle multiple tasks
- Strong attention to detail; perfectionist by nature
- Self-directed and results-oriented
- Ability to communicate persuasively and articulately both verbally and in writing

Education and Experience:

- Experience (minimum of two years) with book-keeping, including general ledger, accounts payable and receivable, or similar position
- Non-profit experience is a plus
- Associates degree in related field is a plus
- MS Office proficient using Outlook and Word, highly skilled using Excel