

MEND | Meet Each Need with Dignity

10641 N San Fernando Road

Pacoima, CA 91331

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www.MendPoverty.Org



JOB DESCRIPTION

POSITION TITLE: Receptionist (Temporary Assignment)

FSLA STATUS: Non-Exempt

REPORTS TO: Program Manager

LOCATION: Onsite

WAGE RANGE: \$20-\$22 hourly, 70 hours per pay period (including alternating Saturdays)

START DATE: April 1st, 2026

END DATE: July 31st, 2026 (possibility of extension)

MEND-Meet Each Need with Dignity is a nonprofit organization headquartered in Pacoima, CA serving the crisis needs of the most vulnerable community members. Operating the San Fernando Valley's most extensive Community Nourishment Programs, MEND distributes almost 4 million pounds of good food a year. And, in alignment with MEND's mission and long-term commitment to strengthen families and the community, MEND helps individuals address and overcome the long-term challenges that have kept them from thriving through our more intensive services and programs.

JOB SUMMARY: The Receptionist is responsible for the daily operations of our reception desk, maintaining updated information on onsite services, and overseeing activities in the main lobby. The Receptionist will work with the security team to ensure opening and closing procedures are completed daily. The Receptionist is responsible for supervising Welcome Center volunteers. In addition, the Receptionist assists individual staff members in routine clerical work and special projects as needed.

ESSENTIAL FUNCTIONS:

1. Be the primary point of contact for participants and guests; greets, welcomes, and directs participants and guests to appropriate departments and services.
2. Provide basic and accurate information in-person and via phone/email, return or forward messages within one business day; update MEND's main voicemail system as needed.
3. Receive incoming mail, timestamps, and calls to appropriate staff to receive deliveries; deliver mail to the post office as needed.
4. Provides lead oversight and guidance to assigned volunteers to ensure a smooth, seamless, and safe experience for participants and MEND guests in alignment with MEND's mission and organizational goals.
5. Maintain a safe, hospitable, and presentable environment in the Welcome Center, lobby, and surrounding area; restock informational brochures; report any facility or maintenance needs to COO.

6. Support building security by following safety procedures, controlling access to building/departments by coordinating quarterly emergency drills, and calling emergency services when needed.
7. Produce and distribute a monthly calendar of onsite services and events, including onsite outreach efforts with partner agencies.
8. Assist participants with accessing resources, as needed.
9. Provides administrative support to all programs as needed including returning participant calls, scheduling appointments, data entry and day-of support during events. Supports volunteers in clocking in and out.
10. Handle all participant information in accordance with MEND's confidentiality guidelines.
11. Other duties as assigned.

QUALIFICATIONS:

- High School Diploma/GED required. Associate degree preferred.
- Bilingual English/Spanish fluency required.
- Experience working at non-profits, government agencies, and/or other Community Based Organizations serving vulnerable populations that face disproportionate levels of hardship, such as the homeless, low-income individuals, minorities, elderly, immigrants, etc.
- Excellent communication and organizational skills; strong written and interpersonal skills
- Exceptional customer service and phone etiquette; thrives in a fast-paced work environment.
- Proficient in Excel, Word, and Google Docs; Advanced Outlook
- Microsoft Office typing at least 40wpm.
- Time Management/ability to multitask.
- Experience working with individuals with diverse ethnic and socio-economic backgrounds.
- Demonstrated ability to work effectively as a member of a team.

TIME COMMITMENT: Full time 70 hours per pay period, 32/38 hours per week including two Saturdays per month; may include some evening and weekends and local travel based on organizational needs.

All positions contingent on continued funding.

All employees on County-funded programs must be fully vaccinated against COVID-19 as a condition of employment. Successful candidates for this position will be required to submit proof of vaccination against COVID-19 or request an exemption for qualifying medical or religious reasons during the onboarding process. Candidates should not present proof of vaccination until instructed to do so by the hiring department.

To apply, please submit cover letter and resume to jobs@mendpoverty.org. [Position open until filled.](#)

The above statements reflect the essential functions considered necessary to describe the principal content of the job. They are not intended to be a complete statement of

all work requirements or duties that may be inherent in the job. MEND is an equal opportunity employer.

This is a temporary position with MEND. Position not eligible for MEND sponsored benefits.

MEND, named the 2022 & 2023 Daily News Reader's Choice FAVORITE WORKPLACE and named the 2025, FAVORITE NONPROFIT is an equal opportunity employer committed to a diverse and inclusive workforce. We foster a culture that honors different perspectives, opinions, and backgrounds. Company culture is at our core.

Culture

- Warm and welcoming environment
- Staff and volunteers have a passion for making the world a better place
- Investment in, care and appreciation for all employees
- Celebrate success together at staff meetings, annual holiday celebration and for outstanding achievements
- Emphasizes personal and professional skill development through quarterly performance appraisals and regular 1:1 meetings with management
- Commitment to program excellence and impact

Core Values

- **Dignity and Respect:** Recognizing and honoring the inherent worth in each other & the people we serve
- **Integrity:** Doing the right thing, being honest, ethical, trustworthy & transparent
- **Excellence:** Always striving to do our best by embracing curiosity, learning, growth, and continuous improvement
- **Accountability:** Taking ownership of work, results, and actions, being solution focused to ensure high quality services and impact.
- **Teamwork/Collaboration:** Leveraging collective strengths and working together to achieve exceptional outcomes.