

Front Desk & Administrative Support Specialist / Especialista de Recepción y Apoyo Administrativo

Organization: Silverton Area Community Aid (SACA)

Location: Silverton, Oregon

Schedule: ~32 hours/week, Mon-Thurs within the hours of 8:30am – 6:30pm (subject to variability/change)

Compensation: \$21–\$23/hour (+ benefits after 3 months)

Organization Overview

Silverton Area Community Aid (SACA) is a community aid organization serving people who live in or go to school within the Silver Falls School District. We operate a food pantry, provide financial assistance for basic needs, offer education/wellness events, and connect people to additional resources and service providers.

SACA mission

Improving lives by providing food, services, and access to community resources.

SACA vision

A community where all people feel secure, valued, and supported.

SACA Equity Statement

At the center of SACA's actions and decisions is our commitment to serve people lacking access to services and experiencing food and housing insecurity. We know people who experience repeat discrimination and systemic injustices are at higher risk of facing food and housing insecurity. At SACA we engage with our community to end hunger and its root causes. We maintain and foster an inclusive environment where people have equitable access to services and resources. Our goal is to meet the needs of each person, honoring the visible and invisible qualities that make them and their circumstances unique.

Organizational Culture

- Model and promote culturally and linguistically responsive practices
- Model and promote collaborative decision making
- Model and promote Trauma Informed Care
- Model and promote consent, boundaries, and repair
- Maintain physical space to best meet the community's and program's needs

Improving lives by providing food, services, and access to community resources.

Silverton Area Community Aid is a 501(c)(3) non-profit organization.



Our dream teammate is:

- Adaptive, creative, collaborative
- A holistic and compassionate systems thinker
- Community-oriented
- Comfortable with complexity
- Able to discern both the big picture and the details
- Able to take initiative and self-direct accordingly
- Present, welcoming, empathetic, calm
- Dependable, communicative, accountable
- Organized and able to balance multiple priorities

Position Summary

The Front Desk & Administrative Support Specialist is the first person community members, donors, and volunteers meet at SACA. You will welcome people when they come in and help connect them to the resources they need. As part of the Direct Services team, you will also help staff with daily office tasks and administrative support, and work closely with pantry volunteers. Success in this role takes people skills and computer skills. You will build real relationships with the people we serve and use many different tools to support staff and volunteers.

We know no one fits a job description perfectly. As we learn from each other, this role can grow to match your strengths. If this work excites you, please apply, even if you don't meet every qualification.

Essential Responsibilities and Duties

Responsibilities include, but are not limited to:

Front desk and team support

- Welcome all visitors and build good relationships with community members and volunteers
- Check community members in during pantry hours
- Run the SACA laundry program
- Answer and direct phone calls, emails, and walk-in questions in both English and Spanish
- Give information and referrals about SACA programs, services, and community resources
- Work with the Direct Services Team to understand community members' needs and solve problems
- Keep community member information private and secure, following SACA policies and applicable regulations
- Be a bridge between pantry volunteers and the Direct Services Team

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Office and administration

- Keep information spaces up to date (bulletin boards, the lobby TV screen, the waiting area)
- Perform general office duties including filing, scanning, copying, mailing, and data entry
- Check eligibility for services, schedule appointments, and handle requests
- Track, order, organize, and stock supplies
- Receive and distribute packages

Experience, qualities, or specialized training

- Speak and read English and Spanish fluently (required)
- Comfortable with Microsoft Office (Outlook, Teams, Word, Excel) and able to learn new computer programs

Helpful, but not required

- Experience with bills and payments (accounts payable/receivable)
- Experience at a nonprofit, food pantry, or social services organization

Job conditions, compensation, benefits

- The Front Desk & Administrative Support Specialist will work on-site in Silverton, Oregon, ~32 hours/week, Mon-Thurs within the hours of 8:30am – 6:30pm (subject to variability/change), reporting to the Direct Services Program Manager.
- Wages start at \$21–\$23/hour per hour.
- Benefits: flexible work schedule and, after three months of successful employment, paid time off, 6 paid holidays, a monthly wellness stipend, and a 3% employer match retirement plan.
 - SACA hopes to grow its benefits package to include health insurance in the near future.

To Apply

Please submit a cover letter and resume to jobs@silvertonareacommunityaid.org.

Applications will be reviewed as they come in. Interviews will start the week of October 12.

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they meet every one of the qualifications as described in a job description. We are most interested in finding the best candidate for the job, including and especially candidates from less traditional backgrounds and individuals with lived experience. If you are interested in applying, we encourage you to think broadly about your background and qualifications for the role.



SACA is an equal opportunity employer. We strive to build a diverse workforce and welcome all qualified applicants regardless of race, color, religion, sex, national origin, disability, sexual orientation, gender identity, veteran status, or any other protected characteristic.