Job Title: Welcome Center Coordinator	**FLSA Classification:** Non-Exempt
Status: Full Time	**Report To:** Manager of Volunteer Experience
Date Created/Revised: November 2026	**Department:** Volunteer Experience

About the Role

Kids' Meals is seeking a professional, organized, bilingual, and welcoming individual to serve as the first point of contact for our organization. The Welcome Center Coordinator provides a positive and engaging experience for guests, volunteers, donors, community partners, and visitors while supporting front-desk operations and administrative activities across the organization.

This position coordinates reception-area activities, answers and routes telephone calls, welcomes visitors and volunteers, supports volunteer check-in and engagement, and receives and tracks in-kind donations delivered through the Welcome Center.

Key Responsibilities

- **Welcome Center Operations:** Serve as the first point of contact for guests, volunteers, donors, community partners, and visitors while providing a welcoming, professional, and engaging experience.
- **Guest and Visitor Services:** Greet visitors, determine the purpose of their visit, direct them to the appropriate person or department, and provide accurate basic information in person, by telephone, and through email.
- **Telephone Support:** Answer, screen, and route incoming telephone calls in a professional and timely manner.
- **Reception Area Management:** Maintain a clean, organized, and presentable reception area and ensure that brochures, forms, office supplies, and other visitor materials are available and properly maintained.
- **Office Security:** Maintain office security by following visitor-access, sign-in, safety, and security procedures.
- **Calendar and Meeting Support:** Maintain shared calendars and schedule meetings for the Volunteer Experience team and other staff as assigned.
- **Volunteer Support:** Support the Volunteer Manager with volunteer-related administrative and operational activities, including volunteer check-in, sign-in procedures, communication, and general assistance.
- **Volunteer Engagement:** Provide courteous and professional assistance to volunteers and support volunteer activities, events, and special projects as assigned.
- **In-Kind Donation Coordination:** Receive, document, and track in-kind donations delivered through the Welcome Center and notify the appropriate staff member when donations are received.

- **Donation Distribution:** Help ensure that in-kind donations and other delivered materials are directed to the appropriate department or storage area.
- **Administrative Support:** Perform general clerical and administrative duties, including filing, photocopying, scanning, data entry, document preparation, mail distribution, and delivery coordination.
- **Event and Activity Support:** Assist with organizational activities, volunteer events, meetings, and special events as assigned.
- **Additional Responsibilities:** Perform other duties and responsibilities as assigned.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

What We're Looking For

- **Education:** High school diploma or equivalent required; additional education or training is preferred.
- **Professional Experience:** At least one year of experience in reception, customer service, administrative support, volunteer engagement, event support, or another public-facing role.
- **Bilingual Communication:** Bilingual English/Spanish proficiency is required, with the ability to communicate effectively with guests, volunteers, families, donors, and community members in both languages.
- **Guest and Volunteer Engagement:** Demonstrated ability to provide friendly, professional, and effective service to guests, volunteers, donors, and community partners.
- **Administrative Skills:** Ability to perform clerical duties, maintain accurate records, organize information, and complete tasks with minimal supervision.
- **Technology:** Proficiency with Microsoft Office and standard office technology. Experience with VolunteerHub, databases, or other volunteer-management systems is preferred.
- **Organization:** Excellent organizational and time-management skills, with the ability to manage competing priorities and meet deadlines.
- **Attention to Detail:** Demonstrated ability to maintain accurate information, complete records, and organized documentation.
- **Communication:** Strong verbal, written, interpersonal, and presentation skills.
- **Problem-Solving:** Ability to identify problems, troubleshoot routine issues, and determine when matters should be escalated to a supervisor.
- **Team Orientation:** A positive, flexible, and collaborative approach to supporting volunteers, visitors, colleagues, and organizational priorities.
- **Professionalism and Confidentiality:** Ability to exercise sound judgment, maintain confidentiality, and represent Kids' Meals in a professional manner.
- **Adaptability:** Ability to work effectively in a busy environment and adjust to changing priorities, schedules, and organizational needs.

Physical and Work Environment Requirements

This position regularly operates in a professional office, reception, warehouse, and volunteer-activity environment. The employee must be able to use standard office equipment, communicate effectively, and move throughout the facility and designated volunteer areas.

The position requires regular periods of sitting, standing, and walking. The employee may be required to bend, reach, lift, carry, and transport office or volunteer materials weighing up to 25 pounds. Assistance or appropriate equipment should be used for heavier items.

The work environment may include moderate noise, frequent interaction with visitors and volunteers, and occasional activity in warehouse or event areas.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Schedule Requirement

This is a full-time, non-exempt position generally scheduled Monday through Saturday, with Sunday and one weekday off. The regular workday is **7:30 a.m. to 3:30 p.m.**, with a 30-minute paid meal break, resulting in a 40-hour workweek.

The specific weekday off will be established by the supervisor based on organizational and volunteer-support needs. Occasional evening or schedule adjustments may be required for meetings, volunteer activities, or special events.

The employee must accurately record all hours worked. Overtime must be approved in advance when practicable and will be paid in accordance with applicable law.

Why Kids' Meals

We're more than a nonprofit—we're a movement. Our values drive everything we do:

- **Strive to succeed**
- **Include everyone**
- **Do the right thing**
- **Deliver hope and find joy**
- **Watch out for each other**

Equal Employment Opportunity

Kids' Meals is an Equal Opportunity Employer. Qualified applicants and employees will be considered without regard to race, color, religion, creed, ancestry, national origin, sex, sexual orientation, gender identity, age, disability, veteran status, or any other status protected by applicable federal, state, or local law.

We offer a competitive compensation and benefits package, which includes employer-paid medical, dental, vision, & long-term disability benefits and more.

Join us in making a real impact.

Apply at: https://kidsmealsinc.org/careers