



**Strengthening  
nonprofits and  
the communities  
they serve.**

*Sharing a mission of change*  
SINCE 1988 CELEBRATING 30 YEARS

**Illinois**

333 South Wabash Ave.  
Suite 2800  
Chicago, IL 60604  
312 629 0060

**Indiana**

The Platform  
202 East Market St.  
Indianapolis, IN 46204  
317 860 6900

**Michigan**

3011 West Grand Blvd.  
Suite 1715  
Detroit, MI 48202  
313 309 7825

**Missouri**

911 Washington Ave.  
Suite 203  
St. Louis, MO 63101  
314 588 8840  
  
3105 Gillham Road  
Kansas City, MO 64109  
816 335 4200

**Ohio**

500 South Front St.  
Suite 125  
Columbus, OH 43215  
614 484 1811

**Wisconsin**

215 North Water St.  
Suite 225  
Milwaukee, WI 53202  
414 563 1100

**IFF**

**Position Description**

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**Title:** Front Desk – Part Time  
**Reports to:** Office Manager/ Chicago Office  
**Department:** Talent Management

**Department Function:**

Talent Management is responsible for the day-to-day and strategic administration of operational, administrative and human resources related functions. Talent Management is also responsible for creating and maintaining an equitable, diverse and inclusive workplace in a positive work environment for all employees, in support of the mission of the organization. The Talent Management team is part of IFF’s Social Impact Accelerator (SIA) which is a cross-cutting team that sits at the nexus of nonprofits, communities, and IFF talent, and expertise. The SIA Group provides thought leadership and expertise to drive corporate strategy across markets and Core Business Solutions, leads IFF’s work in comprehensive place-based solutions and special initiatives, evaluates IFF’s work for nonprofits and communities, and implements internal IFF initiatives. The Group includes Research and Evaluation, Talent Management, Development, and Vital Services.

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**The Organization**

IFF improves the world by strengthening nonprofits and the communities they serve. As a mission-driven lender, real estate consultant, and developer, IFF helps communities thrive by creating opportunities for low-income communities and persons with disabilities. Key to our success has been a deep sense of purpose, a broad perspective, and a relentless focus on achieving positive results. Across the Midwest, we help clients from every sector, including human service agencies, health centers, schools, affordable housing developers, and grocery stores. Staff

contributes its extensive business experience with an unrivaled connection to the mission of IFF and the nonprofit clients it serves.

IFF is looking for candidates with a commitment to the work it does and can demonstrate their creativity, detail-orientation, diligence, efficiency, enthusiasm, flexibility, organization, thoughtfulness, and sense of humor.

Our staff of 100+ professionals works from our Chicago headquarters, and we also serve the Midwest from six regional offices: Indianapolis, IN; Detroit, MI; Kansas City, MO; St. Louis, MO; Columbus, OH; and Milwaukee, WI.

#### **Basic Job Function**

Provide administrative and operational support to IFF. This includes answering the phone, greeting and announcing guests, meeting room set-up and clean-up, screening potential clients and businesses that contact the IFF. Monitor office and printer supplies. Register guests to the building's security system. Stock and clean large/small kitchen coffee stations.

#### **Job Duties and Responsibilities:**

- Reception: You will be the first point of contact for guests. Greet and direct visitors in a pleasant and professional manner. Screen/direct incoming calls, maintain multiple conference room schedules, prepare conference rooms for meetings, place catering orders and secure proper visitor authorization.
- Facilities: Daily kitchen and conference room preparation, maintaining a high standard of organization and appearance. Handle/resolve facility issues with the building management and maintenance staff in a timely manner.
- Shipping / Receiving / Mail: Responsible for all daily USPS mail sorting, FedEx/UPS deliveries, employee shipping requests and the coordination of special shipments / deliveries at the building dock.
- Office / Kitchen Equipment: Responsible for daily preparation and monthly / quarterly maintenance of equipment including but not limited to coffee machines, water filtration, copy / scanner / fax machines. Troubleshooting basic issues and ensuring completion of service requests with the building and vendors.
- Each morning stock paper in printers and check toner usage.



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- Catering and Events: Responsible for large group lunch deliveries, assist in preparing for training sessions and other in-house meetings / events.
- Procurement / Inventory Tracking / Stocking: Monitor inventory for general office and kitchen supplies; place requests for beverage, grocery and supply orders, unpack daily deliveries, maintain refrigerator / kitchen appearance and ensure proper stocking.
- Administrative: Provide general administrative support to the Talent Management team including coordinating visitors, as well as general clerical duties including printing, copying, scanning.
- Responsible for opening and closing of the office for guests.
- Assist with Outlook appointments and reporting systems

#### **Performance Measures:**

- Exceptional phone and voice etiquette, calls and guests directed promptly and properly.
- High level of daily internal and external communication with IFF staff and clients, mail delivery timely, emails clear and concise, external contacts and inquiries documented. Timely follow-up and referral of any inquiries.
- High quality work product. Administrative work completed as requested on time.
- Feedback and customer service from internal and external customers reflect a high level of satisfaction.
- Efficient use of time and ability to manage multiple projects.
- Timely completion of all work. Deadlines set and met regularly.
- High level of initiative on projects and day-to-day work. Projects initialized and completed.
- Cultivates a culture of openness in information sharing. Encourages open communication, cooperation, and the sharing of knowledge.
- Models personal accountability that promotes ownership and engagement.
- Builds and maintains effective working relationships with colleagues, peers and team members.
- Values and supports differences in others, contributing to an inclusive work environment. Demonstrates the ability and willingness to communicate



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effectively with people of diverse backgrounds and experiences to create a collaborative, collegial, and caring community.

- High level of satisfaction with both internal colleagues and external contacts.

**Position Qualifications:**

Education:

- High school diploma or equivalent.

Previous Experience: Entry Level

Special Knowledge & Skills:

- Strong proficiency with MS Office (Outlook in particular)
- Excellent communication skills and interpersonal skills.
- Effective speaking and listening skills.
- Attention to detail.
- Ability to multitask in a fast-paced environment.
- Strong customer service skills.
- Should exhibit high levels of professionalism.
- Working experience of clerical skills such as typing, copying and faxing would be given preference.

Unusual Requirements: Ability to lift 20-30-pound boxes. May be asked to work additional days when the Office Manager is out two or more consecutive days.

**Application Instructions:** Please submit a cover letter, resume and salary requirements to [general@iff.org](mailto:general@iff.org) with “Front Desk – Part Time” in the subject line.

*IFF values equity, diversity and inclusion as part of its mission to strengthen nonprofits and the communities they serve. IFF is an equal opportunity employer.*