



Casa de Peregrinos Position Description Receptionist, Central Pantry

Job Title:	Receptionist
Location:	CdP Central Pantry, 999 W. Amador
FLSA Status:	Non-Exempt
Rate of Pay:	\$15.00
Hours per week:	32 - 40

Casa de Peregrinos (CdP), an emergency food program, provides free supplemental groceries to individuals and families at risk of hunger in Las Cruces and Doña Ana County, serving as a safety link for those unable to purchase nutritious food due to an emergency or unforeseen personal crisis. It is the largest and most comprehensive food pantry in southern New Mexico, providing over 37,000 distributions of groceries every year to low-income families. It has grown from distributing approximately one million pounds of food per year in 2012 to over 5 million pounds in 2024.

Position Summary:

The Receptionist at the Central Pantry at Casa de Peregrinos (CdP) is a full-time hourly position reporting to the Administrative Services Manager. Its overall responsibility is to answer phones and respond to other requests for information received from clients and the public through the Casa de Peregrinos website and internet sources, referring callers to appropriate staff as needed.

Position Responsibilities:

- Assure phones at the Central Pantry are answered during regular business hours, Monday to Friday, 9 AM to 5 PM.
- Respond to messages left on the agency voicemail within 24 hours.
- Review requests for information left on the agency website and in the agency email account on a daily basis, and answer questions or refer to appropriate staff.
- Train volunteers to assist with phone reception duties as appropriate.
- Assist with client intake and administrative duties as time allows.

This position will require you to quickly become familiar with agency programs and services so as to answer client requests for information. It will require the individual to learn the structure of Casa de Peregrinos to refer questions in-house to the person most likely to be able to help. This will also include knowledge of other resources for clients outside Casa de Peregrinos, what the other agencies provide, and how to access their services. It requires an individual who is compassionate, committed to helping low-income families. It requires accuracy and attention to detail.

Skills /Qualifications

- Excellent interpersonal skills
- Ability to perform as an effective team member and work independently.
- Bilingual Spanish English required
- Strong level of computer skills needed
- Strong communication skills needed, written and verbal
- Note: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

Casa de Peregrinos provides equality of opportunity for all persons with respect to hiring without discrimination on the grounds of race, color, religion, national origin, sex, pregnancy, age, disability, veteran status, sexual orientation or gender identity. All employment will be decided on the basis of qualifications, merit and business need. If you need assistance or accommodation due to a disability, you may contact us for support at: cdped@casadeperegrinos.org.

At Casa de Peregrinos, we celebrate our diversity. Casa de Peregrinos is proud to be an equal opportunity workplace.