



J O B D E S C R I P T I O N

Position:	Counter / Warehouse
Department:	Operations
Status:	Non Exempt Hourly
Reports to:	Warehouse Manager

Job Summary:

To ensure proper organization, merchandising and distribution of food to participating agencies. Responsible for the day to day functions of the counter and procedures followed for distribution, documentation and presentation of food for participating agencies of the food bank.

Essential Functions:

- Responsible for and performs all aspects of the counter check-in and checkout procedures.
- Responsible for directing the flow of participating agencies.
- Ensures a clean, organized and safe area for agencies to receive product.
- Provides merchandising and marketing of product to agencies for maximum distribution.
- Properly identify and classify items on menu by cases or weight in the proper categories.
- Responsible for stocking, organization, cleanliness of the distribution area to maintain product flow.
- Maintain freezer and refrigerator/stock rotation, freshness and cleanliness.
- Perform data entry as needed into Excel or the inventory system as necessary
- Assist warehouse staff pulling orders and loading and unloading trucks.
- Cycle counting of inventory

Job Qualifications:

- Compassionate and caring attitude; courteous communication with agencies and the public.
- Interact well as a team member, with FOOD Share Staff and volunteers.
- Exhibit flexibility to assume additional responsibilities, as requested by your direct supervisor.
- Ability to take direction and submit reports in a timely manner.
- Expresses self clearly, accurately and knowledgeably.
- Must be able to think quickly to provide customer solutions.
- Ability to solve customer complaints to satisfaction of clients and staff.
- Must possess strong communication (verbal and written), telephone handling and organizational skills.
- People-Oriented with skill to multi-task in a busy environment.

- Prior food bank or warehouse experience preferred, but not required.
- One year of customer service experience.
- Working knowledge of computers, inventory systems and basic knowledge of Word/Excel.
- Bilingual in English and Spanish preferred, but not required.
- Must pass health screening and background check.
- Must have valid CA driver's license and acceptable driving record.
- High school education or GED equivalent.

Department Requirements:

- All Operations staff are required to be organized and efficient at prioritizing projects.
- All Operations staff needs to have the ability to work with volunteers to maximize efficiency.
- All Operations staff needs to have exemplary customer service skills to communicate with all food bank stakeholders.

FOOD Share, Inc. embraces a philosophy that recognizes and values diversity. Our goal is to attract, develop, retain and promote a talented diverse workforce in a culture where all employees will contribute to their fullest potential.

**The above description reflects the general details considered necessary to describe the principal functions and duties as required for the job and shall not be construed as a detailed description or task list of all the work requirements that may be inherent in the job. Job description is subject to change and additional responsibilities may be assigned depending on operational needs.

Employee Acknowledgement of Receipt

Employee name

Date

Employee Signature