

York County Food Bank JOB DESCRIPTION

Job Title: Food Distribution Coordinator
Department:
Reports to: Warehouse Supervisor
Supervises:
Classification: Full time, Non-Exempt
Date: February 22, 2017

Job Summary

The Food Distribution Coordinator is responsible for all areas related to food distribution by: maintaining safety of the department, managing inventory items with computer software, managing all documentation, and identifying cost savings. Ensures that the shopping area functions in an efficient, attractive, and regulatory compliant manner.

The Food Distribution Coordinator engages and assists shoppers in securing healthy, nutritious food items needed for their agencies and families. The Food Distribution Coordinator works to ensure that all shoppers, guests and volunteers in the Food Bank have an optimal experience.

Essential Duties and Responsibilities

Food Distribution:

- In coordination with Warehouse Supervisor, develop, document and implement Standard Operating Procedures (SOP) and processes for all food distribution programs
- Open and manage day-to-day operations of food distribution program according to SOP
- Demonstrate strong customer service skills while assisting with the daily operation of the Food Bank's distribution program
- Maintain a clean, safe, and orderly facility in compliance with food safety procedures
- Supervise food distribution in shopping area and ensures atmosphere of safety, respect, dignity, and good service
- Assist clients in all aspects of customer shopping and loading their orders
- Support implementation of new strategies to encourage shoppers to choose healthy foods
- Oversee stocking of distribution floor with commodities, donated and purchased foods, produce and other available items
- Supervise Food for Families distribution and ensures atmosphere of safety, respect, dignity and good service

- Supervise food sorting and salvage activities in coordination with the Warehouse Supervisor
- Maintain clean, organized and attractive refrigerator, freezer and shelves
- Produce monthly report of food poundage collected and distributed

Supervision of Volunteers:

In coordination with the Warehouse Supervisor:

- Provides consistent supervision for all assigned volunteers, including food sorting, stocking of food items, monitoring of regular breaks, personal hygiene and safety issues, etc.
- Coordinate scheduling needs with Development Director
- Orient volunteers regarding shopping procedures, and assign restocking shelves and repacking tasks, as well as other needed tasks
- Oversee the volunteers and clients to ensure a positive shopping experience
- Provide volunteer training on distribution floor and warehouse procedures
- Coordinate brief daily meetings with volunteers to discuss safety, procedures, recalled foods and/or logistics of the day
- Supervise daily and weekly completion of cleaning checklists for shopping area and warehouse

Warehouse Duties:

- Coordinate daily check-in meetings with Warehouse Supervisor
- Communicate regularly with Warehouse Supervisor about Janitorial/ Maintenance responsibilities
- Pack partner agency orders and received deliveries as needed
- Assist staff with loading/unloading
- Conduct weekly assessment for cleaning and food handling supplies for shopping area and warehouse and ensure all necessary items are stocked
- Maintain and update food recall board in warehouse
- Work with Warehouse Supervisor to coordinate waste minimization, handling and tracking, including warehouse produce waste pick-ups by hog farmers

Inventory:

- Practice "First In – First Out" inventory management procedures for all foods distributed
- Track inventory movement daily to monitor trends and help prevent product loss
- Train and supervise volunteers on inventory system
- Oversee appropriate tracking and placement of walk-in food donations
- Comply with inventory control and reporting requirement for all programs
- Communicate inventory needs to Warehouse Supervisor
- Research and resolve inventory issues

Member Agencies:

- Communicate with member agencies regarding orders/deliveries and promotion of items via ongoing e-blasts
- Maintain updated shopping list on website

Other:

- Promote team culture in all working relationships with staff and volunteers
- Maintain positive relations with agencies, food bank staff, donors and volunteers
- Assist with client services and demonstrate willingness to perform whatever duties are necessary in the development and maintenance of the organization
- Other duties as assigned

Education and Experience

- High School diploma
- Bi-lingual English/Spanish preferred

Job Knowledge, Skills and Abilities

- Ability to work with a diverse group of individuals, including clients of the York County Food Bank, either autonomously or in a team environment.
- Must exhibit excellent customer service skills while interacting with YCFB staff, donor, agencies and or clients at all times.
- Strong supervisory and management skills
- Computer proficiency, especially with spreadsheets and database software
- Ability to operate forklift and other warehouse equipment (prefer warehouse experience)
- Effective interpersonal and problem-solving skills.
- Spanish language proficiency helpful.
- Demonstrated ability to maintain a level of professionalism, promoting York County Food Bank's community spirit and mission.
- Committed to organizational mission of ending hunger.

Physical Requirements

- Ability to operate a motor vehicle, forklift, or pallet jack with a valid license.
- Regularly required to use hands to finger, handle or feel; reach with hands and arms; and talk or hear.
- Frequently required to stand; walk; and stoop, kneel, crouch or crawl.
- Occasionally required to sit and climb or balance.
- Must regularly lift and/or move objects up to 20 pounds, frequently lift and/or move objects up to 50 pounds, and occasionally lift and/or move objects that weigh more than 100 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

- General food distribution center; contains moving forklifts and pallet jacks
- Frequent exposure to changes in temperature conditions
- Regular business hours; extended hours when necessary and for special events. Must have flexibility to work some evenings/weekends.

Approvals

Supervisor Signature

Date

Executive Director Signature

Date

The Duties and Responsibilities, Skills and Abilities listed above are not intended to be an exhaustive list for this position. They are intended to be exemplary of the level and complexity of work generally performed by a person in this job. The duties and responsibilities may be changed due to evolution of the position or to reflect the special abilities or disabilities of the person in the position.

I have read the above job description, understand the duties and responsibilities and I can perform the duties and responsibilities with or without accommodation.

Employee Signature

Date