YORK COUNTY FOOD BANK

JOB DESCRIPTION

Logistics Warehouse Associate

Job Title	Logistics Warehouse Associate
Department	Warehouse
Reports to	Warehouse Manager
Classification	Full-Time, Non-Exempt
Date	October 2026

Job Summary

The Logistics Warehouse Associate coordinates the day-to-day scheduling, routing, and dispatch of food pickups and deliveries; processes orders; and prepares accurate pick lists. The position also supports warehouse operations, including receiving, storage, order fulfillment, loading, and shipping, while following food safety, workplace safety, and organizational requirements.

This position works closely with the Warehouse Manager, drivers, warehouse staff, volunteers, partner agencies, donors, suppliers, and program staff to help ensure food and orders move safely, accurately, and on schedule.

Essential Duties & Responsibilities

Logistics & Transportation Coordination

- Schedule inbound and outbound pickups and deliveries for donors, suppliers, partner agencies, food drives, retail pickups, and YCFB programs.
- Plan routes and dispatch daily transportation assignments, and communicate schedule or route changes promptly to drivers, staff, donors, suppliers, and other affected parties.
- Confirm order readiness with the Warehouse Manager and bring scheduling conflicts, capacity concerns, and unresolved exceptions to the Warehouse Manager for decision.
- Process TEFAP food allocations and coordinate Senior Box pickups and deliveries.
- Process and release orders in P2 and provide accurate pick lists in time for warehouse staff and volunteers to prepare orders.
- Track delays, missed appointments, failed stops, shortages, damaged product, and other transportation exceptions; communicate updates and support timely resolution.
- Coordinate partner agency scheduling and order changes through Agency Relations, confirming feasibility before updating schedules or routes.
- Schedule third-party trucking with Warehouse Manager approval and maintain related scheduling information and records.

Warehouse Operations & Order Fulfillment

- Support daily warehouse operations, including receiving, storage, order picking, staging, loading, shipping, inventory control, and operational reporting.
- Load and unload trucks and move product using forklifts, pallet jacks, and other warehouse equipment.
- Assist with pulling, staging, and verifying orders for partner agencies and YCFB programs.
- Keep warehouse areas, equipment, vehicles, and grounds clean, orderly, and safe; dispose of waste and recycling properly.
- Follow food safety, OSHA, and YCFB policies and procedures, and promptly report hazards, product concerns, equipment issues, or compliance concerns to the Warehouse Manager.
- Support volunteers with assigned warehouse tasks and provide clear, safe task direction when requested by the Warehouse Manager or Volunteer Coordinator.

Inventory Support

- Provide backup support for inventory counts, product recording, reporting, monitoring, rotation, and location accuracy.
- Follow established scanning, labeling, barcoding, and warehouse location procedures.
- Report inventory discrepancies, product damage, or storage concerns to the Warehouse Manager.

Program & Distribution Support

- Assist with order preparation, loading, unloading, pickups, deliveries, setup, and closeout for food programs and distributions as assigned.
- Coordinate with Programs, Warehouse, Logistics, and Volunteer staff to help ensure products and supplies are ready for scheduled activities.

Customer Service & General Support

- Provide professional and responsive service to partner agencies, donors, suppliers, volunteers, community members, and coworkers.
- Maintain positive working relationships and communicate clearly about schedules, changes, concerns, and follow-up needs.
- Recommend process improvements or equipment needs to the Warehouse Manager.
- Perform other duties as assigned.

Role Boundary: This position coordinates transportation schedules, routes, dispatch information, order processing, and pick-list preparation, and provides hands-on warehouse support. It does not supervise warehouse staff or drivers; own warehouse inventory control, receiving decisions, food-safety compliance, vehicle or facility maintenance, or final order-fulfillment accuracy; or make final decisions on unresolved scheduling and fulfillment conflicts. Those responsibilities remain with the Warehouse Manager and Director of Operations.

Knowledge, Skills & Abilities

- Strong organizational and time-management skills, including the ability to manage overlapping schedules and communicate changes promptly.
- Strong written and verbal communication and customer-service skills.
- Ability to work independently while collaborating effectively with staff, volunteers, drivers, partner agencies, donors, and suppliers.
- Effective problem-solving, attention to detail, and follow-through.
- Basic math, data-entry, and recordkeeping skills.
- Comfort learning inventory, order-processing, routing, and warehouse systems, including P2 and Microsoft Office, including Outlook.
- Ability to safely operate forklifts, pallet jacks, and other warehouse equipment after required training and certification.
- Commitment to YCFB's mission and to providing respectful, dependable service.

Education & Experience

- High school diploma or GED required.
- Prior warehouse, logistics, transportation, order-processing, or related experience preferred.
- Forklift or pallet-jack experience preferred; training may be provided.
- Box-truck driving experience preferred; training may be provided.
- Customer-service experience preferred.

Other Requirements

- Satisfactory background check.
- Valid driver's license and satisfactory driving record.
- Ability to obtain and maintain forklift certification.
- Ability and willingness to operate YCFB vans and box trucks as assigned.
- Ability to work occasional early mornings, evenings, or weekends as operational schedules require.
- Ability to work in warehouse, cooler, freezer, vehicle, loading-dock, and outdoor environments with varying temperatures and weather conditions.
- Ability to regularly lift up to 50 pounds and occasionally move items weighing more than 100 pounds with assistance or appropriate equipment, with or without reasonable accommodation.
- Ability to stand, walk, bend, stoop, reach, climb in and out of trucks, and perform other physical warehouse activities for extended periods, with or without reasonable accommodation.

Approvals

Supervisor Signature	Date
President/CEO Signature	Date
Employee Signature	Date

Acknowledgment: I have read and understand the duties and responsibilities of this position and can perform them with or without reasonable accommodation. I support the mission of the York County Food Bank.