

Worcester County Food Bank

OPERATIONS COORDINATOR – JOB DESCRIPTION

SUMMARY:

Worcester County Food Bank (WCFB) believes that food is a basic human right and that hunger is an issue of social justice. WCFB's mission is to engage, educate, and lead Worcester County in creating a hunger-free community. In pursuit of that goal, WCFB collects donations of perishable and non-perishable food and distributes them through a network of Partner Agencies, including food pantries and community meal programs, trains Partner Agencies in food safety, and advocates for systemic and sustainable solutions to the problem of hunger.

WCFB's Operations Coordinator leads the Operations Associates team and works collaboratively with the Warehouse and Facility Manager in handling the day-to-day responsibilities of the WCFB warehouse by: 1) Coordinating a variety of tasks in the warehouse, with a focus on personal safety and food safety; 2) Maintaining a high level of proficiency with the product handling process, from receiving to sorting, to storage, inventory, and distribution; and 3) Maintaining a high level of knowledge related to the American Institute of Baking (AIB) and other food safety regulatory compliance requirements. The Operations Coordinator is a full-time non-exempt position reporting to the Warehouse and Facility Manager.

RESPONSIBILITIES:

Coordinates day-to-day Warehouse Operation:

- Promotes a culture of customer service and delivers exemplary service to our customers. Actively works to motivate and engage the Operations Associates team in fulfilling the mission of the organization.
- Safely operates warehouse equipment, including forklift and pallet jack, reporting any issues to the Warehouse and Facility Manager.
- Coordinates warehouse functions related to handling product, from scheduling product deliveries to getting product ready for distribution, according to WCFB policies and procedures.
- Assists Warehouse and Facility Manager with daily truck route scheduling.
- Actively participates in and assists Warehouse and Facility Manager with food sourcing activities, including MEFAP and USDA orders.
- Participates in and supports all food safety activities, trainings and operational efforts associated with American Institute of Baking, Feeding America, MA Department of Public Health, and other regulatory compliance.
- Assists in ensuring compliance with WCFB safety policies by Partner Agency representatives, volunteers, contractors and other visitors while they are in the warehouse.
- Coordinates the facility's trash and recycling, according to policies and procedures.
- Conducts daily and monthly warehouse inspections
- Sign off on WCFB driver's vehicle inspection report
- Maintains a high level of knowledge of all warehouse operations, and acts as a dependable and responsive go-to resource for other warehouse staff. Acts as a back-up to, and is able to perform day-to-day Warehouse functions in the absence of, the Warehouse and Facility Manager.

Coordinates receiving and inventory control activities:

- Ensures product deliveries are scheduled and are entered accurately on the Warehouse Receiving Calendar.
- Leads all steps of receiving, storage and distribution replenishment process of product, physically and in Inventory System (Ceres), for both warehouses (backstock and distribution areas).
- Performs physical inventory activities and works with Warehouse and Facility Manager to ensure product is always tagged properly and inventory adjustments and other records are correctly recorded.

Training:

- Trains other Operations Associates to operate warehouse equipment, such as forklifts and pallet jacks.
- Trains other Operations Associates on check-in/check-out, truck routes, truck driving/operation, receiving and inventory control activities, food handling/food safety and food sorting, as assigned.

Other:

- Familiarity with facility maintenance and vendor management.
- Oversees tasks/contractors associated with pest control, facility cleaning and basic facility maintenance.
- Acts as a back-up for WCFB routes driver, when needed.
- Acts as a check-in/check-out (distribution) back-up, when needed.
- Other duties as assigned by Warehouse and Facility Manager.

QUALIFICATIONS:

- Minimum 3-5 years' experience in a warehouse environment with a minimum of 3 years supervisory experience.
- Driving experience preferred.
- Some college, degree preferred.
- Satisfactory background check.
- Meet and maintain MA Department of Transportation physical exam requirements, have a valid MA license and maintain a safe driving record. Position **does not** require Commercial Driver's License (CDL)
- Reliable transportation.
- Ability to stand for extended periods of time and lift 50 pounds throughout the day.
- Strong Leadership Skills – Team Work, Coaching/Mentoring and Motivation.
- Strong Communication skills – both written and verbal.
- Ability to interact with all levels of people within an organization.
- Exemplary customer service and communication skills, common sense and strong attention to detail.
- Proficiency in Microsoft Office suite.
- Experience in Ceres Navision preferred.
- Attain ServSafe Food Safety Manager's Certification within 6 months of hire and maintain current certification.
- Acquire and maintain lift types trainer certification.
- Attain and maintain AIB Food Defense Coordinator certification.
- Ability to handle multiple tasks and priorities and meet deadlines.
- Strong project management skills, including ability to take initiative, proactively plan and manage workload, engage in creative problem solving and work independently.
- Common sense and strong attention to detail.
- Occasionally, local and regional travel and non-standard hours may be required for attendance at events and meetings.
- Understanding of and commitment to WCFB's mission.

Salary Range: \$21.00 to \$28.00 per hour

Status: Non-Exempt

How to Apply:

- 1) Online at [indeed.com](https://www.indeed.com) or [Idealist.com](https://www.idealists.com) (Include Cover Letter)
- 2) E-mail jobs@foodbank.org (subject line: "Operations Coordinator"); or
- 3) Mail cover letter and résumé to Worcester County Food Bank, Attn: Lara Greene, 474 Boston Turnpike, Shrewsbury, MA 01545.

WCFB is an Equal Employment Opportunity (EEO) employer and welcomes all qualified applicants. Applicants will receive fair and impartial consideration without regard to race, sex, color, national origin, age, disability, veteran status, genetic data, or religion or other legally protected status.