



**Worcester County Food Bank
Driving Unit Operations Associate**

***** \$2,000.00 Sign-On Bonus*****

JOB DESCRIPTION

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. To that end, WCFB collects donations of perishable and non-perishable food and distributes it 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.

JOB SUMMARY

WCFB's Operations Department has a Driving Unit and an Inventory Unit. The Driving Unit (DU) Operations Associate is a member of the Driving Unit. The DU Operations Associate works collaboratively as a team with the members of the Driving Unit, members of the Inventory Unit, the Operations Coordinator and the Warehouse and Facility Manager to maintain an Operations Department that functions effectively and efficiently. The DU Operations Associate is a full-time non-exempt position reporting to the Warehouse and Facility Manager.

This position is designated essential to WCFB's operations.

RESPONSIBILITIES

The following responsibilities will be performed in accordance with all WCFB policies and procedures, with a focus on personal safety and food safety

Driving:

- Perform inspection of WCFB truck daily using Driver's Inspection Report booklet and return Report to Warehouse Operations Coordinator for signature before leaving for the route. When truck maintenance issues arise, report them immediately to the Warehouse and Facility Manager.
- Perform regular truck route according to WCFB Route Form. Complete the form with detailed information at each food donor location and submit the form at the end of the day to the Warehouse and Facility Manager. Immediately report any truck or food donor/donation issues that occur while on the road to the Warehouse and Facility Manager.
- Accept donated food according to WCFB's food safety and quality standards.
- Unload and record food donations from truck efficiently using Receiving Form and making sure that food product is organized by categories according to FIFO. Refrigerated or frozen product must be put away within the 30-minute safe temperature zone. Submit the form to the Inventory Unit Operations Associate responsible for Receiving.
- Perform deliveries of food to Partner Agencies according to WCFB's personal and food safety policies.

- Clean and sweep the truck’s box unit daily and record on Truck Cleaning Log. Wash the interior of the box and exterior of the truck at least monthly or more frequently, as needed.
- Always keep a functioning cell phone with you on the road for communication as needed.

GENERAL WAREHOUSE OPERATIONS

- Operate warehouse equipment, including forklift and pallet jack, and report any issues to the Warehouse and Facility Manager.
- Complete forklift operation training within 90 days of hire and maintain forklift certification.
- Maintain a clean and safe working environment by managing trash, washing, vacuuming, sweeping, and other cleaning processes.
- Attain ServSafe Food Safety Manager’s Certification within 6 months of hire and maintain current certification. WCFB provides ServSafe training.
- Ensure American Institute of Baking (AIB) Standards are followed and maintained.
- Participate in and support all food safety activities, trainings and operational efforts associated with AIB, Feeding America, MA Department of Public Health, and other regulatory compliance.
- Verify and document product & facility temperatures.
- Perform tasks associated with pest control, facility cleaning and basic facility maintenance.
- Assist in ensuring compliance with WCFB personal and food safety policies by Partner Agency representatives, volunteers, contractors, and other visitors while they are in the warehouse.
- Pull food orders for deliveries to Partner Agencies in collaboration with Operations Associates in the Driving Unit.
- Provide support for community food drives in cooperation with other WCFB staff.
- Perform other tasks as assigned by the Warehouse and Facility Manager (Supervisor).

QUALIFICATIONS

- Commitment to WCFB’s mission
- Minimum of 1-3 years of warehouse experience
- Experience driving a box truck 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 a Commercial Driver’s License (CDL)
- Reliable transportation
- Ability to stand for extended periods of time and lift 50 pounds throughout the day
- Effective communication and interpersonal skills
- Exemplary customer service skills, common sense, and strong attention to detail
- Ability to handle multiple tasks and priorities and meet deadlines
- Proficiency in Microsoft Office suite preferred

Salary: \$17.00-\$20.00

Status: Non-exempt

How to Apply:

- 1) Online at [Indeed.com](https://www.indeed.com)
- 2) E-mail HR@foodbank.org (subject line: “Operations Associate Driving Unit); *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, religion, or other legally protected status. We strongly encourage people of color, women, LGBTQ + individuals, people with disabilities, and people living with or have experience of poverty to apply.