



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

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

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. WCFB is deemed to provide essential services to the community in times of emergencies.

**JOB SUMMARY**

WCFB's Operations Department has an Inventory Unit and a Driving Unit. The Inventory Unit (IU) Operations Associate is a member of the Inventory Unit comprised of Receiving, Distribution and Inventory Control. The IU Operations Associate works collaboratively as a team with the members of the Inventory Unit, members of the Driving Unit, Operations Coordinator and Warehouse and Facility Manager to maintain an Operations Department that functions effectively and efficiently. The IU 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.

**Receiving**

- Safely and efficiently load, unload, receive, sort, store, and move food product with proper warehouse equipment.
- Accurately count and verify inventory quantities and check food labeling dates.
- Enter food donation data accurately and timely into Ceres Navision inventory system.
- Maintain organized files with product donation documentation.
- Ensure food donation deliveries are scheduled and entered accurately into the Warehouse Receiving Calendar.

**Distribution**

- Perform Partner Agency check-in and check-out process with high level of customer service and attention to detail. This includes:

- greeting Partner Agency representatives, verifying they are authorized to pick up food and communicating any timely information.
- contacting Agency Relations Staff if there are questions or concerns regarding Partner Agencies, for example, an unauthorized representative.
- weighing and counting boxes and cases of food.
- helping unload the food from the cart onto the rollers.
- entering data in Ceres Navision.
- generating Partner Agency Invoices.
- Work collaboratively with other Operations Associates and Operations Coordinator in the Inventory Unit to ensure the distribution areas of food (cooler, freezer, and distribution floor) are ready for Partner Agencies before 8 am every day.
- Monitor distribution areas of food during warehouse hours to make sure they are organized and clean, and that product is always available.

### **Inventory Control**

- Oversee inventory of food product, including moving, storing, labeling, rotating, and counting, complete accurate inventory paperwork and other related tasks.
- Generate timely, complete, and accurate records of food received, distributed, and discarded.
- Perform weekly cycle counts.
- Perform monthly inventory counts.

### **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, or other cleaning processes.
- Attain ServSafe Food Safety Manager's Certification within 6 months of hire and maintain current certification. WCFB provides ServSafe training.
- Ensure AIB standards are followed and maintained.
- Participate in and support all food safety activities, trainings and operational efforts associated with American Institute of Baking (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 Warehouse and Facility Manager (Supervisor).

## **QUALIFICATIONS**

- Commitment to WCFB’s mission.
- Minimum of 1-3 years of warehouse experience.
- 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 interpersonal skills and communication skills – written, verbal and listening.
- 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.
- Experience in Ceres Navision preferred.

**Pay Scale:** \$17.00 - \$20.00 per hour

**Status:** Non-exempt

### **How to Apply:**

- 1) E-mail [HR@foodbank.org](mailto:HR@foodbank.org) (subject line: “Operations Associate Inventory”); *or*
- 2) 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.*