



Creating a hunger-free community

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

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

Worcester County Food Bank (WCFB) believes that food is a basic human right, that hunger is a solvable problem and 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 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 and Inventory Units, 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 daily inspection of WCFB truck using Driver's Inspection Report booklet and return report to Operations Coordinator for signature before leaving for the daily 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 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 making sure that food product is organized by categories according to first-in first-out (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 WCFB Partner Agencies according to WCFB's personal and food safety policies.
- Clean and sweep the truck's box unit daily and record on the 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 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. WCFB provides forklift training.
- Attain ServSafe Food Safety Certification within 6 months of hire and maintain current certification. WCFB provides ServSafe training.
- Maintain a clean and safe working environment by managing trash, washing, vacuuming, sweeping, or other cleaning processes.
- 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 Staff in the Inventory 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.
- Experience driving a box truck preferred.
- 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.

Pay Scale: \$17.00 - \$20.00 per hour Status: Non-Exempt

Benefits include paid time off, health and dental insurance, life, short-term and long-term disability insurance, health savings account, and 403(b) retirement savings plan with an employer match.

How to Apply:

- 1) Email cover letter and resume to HR@foodbank.org (subject line: Operations Associate Driving”); or
- 2) Drop off or Mail cover letter and resume 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 with lived experience of food insecurity and poverty to apply.