



Worcester County Food Bank

Warehouse & Delivery Associate

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

The Warehouse & Delivery Associate is responsible for accurately picking and preparing orders for delivery, operating a box truck to deliver products to partner agencies and customers, and maintaining inventory records within the organization's inventory management software. This position supports overall warehouse operations and serves as a backup for multiple operational functions, including inventory control, receiving, customer service, and delivery routes.

This position is a full-time, non-exempt role that reports directly 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.

Warehouse & Delivery

- Pick, stage, and prepare orders accurately and efficiently for delivery or distribution.
- Load and unload products safely while following proper warehouse procedures.
- Operate a box truck to deliver products to partner agencies, customers, and other locations in a timely and professional manner.
- Complete delivery documentation and maintain accurate transportation records.
- Enter inventory transactions, receipts, adjustments, and other data into inventory management software.

- Assist with inventory control activities, including cycle counts, audits, and stock rotation.
- Maintain organized and clean warehouse storage areas.
- Provide excellent customer service when interacting with partner agencies, donors, customers, and vendors.
- Assist with receiving incoming shipments by inspecting, unloading, and verifying products against purchase orders and packing slips.
- Follow all food safety, warehouse safety, and vehicle safety procedures.
- Serve as a backup for Inventory Associates, Receivers, Customer Service staff, and Delivery Drivers as needed.

General Warehouse Operations

- Operate warehouse equipment, including forklift and pallet jack, and report any issues to the Warehouse and Facility Manager.
- Complete all WCFB provided trainings within first 90 days and maintain certifications. Trainings include:
 - Forklift operations
 - ServSafe Food Handlers Certification
 - Any other trainings required for job performance.
- Maintain a clean and safe working environment by managing trash, washing, vacuuming, sweeping, or other cleaning processes.
- Ensure food safety 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.
- Provide support for community food drives in cooperation with other WCFB staff.
- Support special projects and other warehouse operations as assigned.
- 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 and operating a box truck
- 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 inventory management software preferred.

Pay Scale: \$23 - \$25 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 Inventory"); or
- 2) Drop off or Mail cover letter and resume to Worcester County Food Bank, Attn: Josh Fask, 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.