WORCESTER COUNTY FOOD BANK *Creating a hunger-free community*

Volunteer Engagement Associate

Worcester County Food Bank works alongside people experiencing hunger, our network of Partner Agency food pantries and meal programs, and community and government partners to understand and address hunger together. We distribute healthy, culturally familiar food to our neighbors and help connect people with food and nutrition benefits that can provide greater stability over the long term. We also strengthen local solutions that improve people's access to food and work to advance local, state, and national policies and systems that address the conditions that cause hunger.

We're working toward a future where everyone has reliable access to the food they need and want.

Job Summary

Worcester County Food Bank is hiring a Volunteer Engagement Associate to lead volunteers in inspecting and sorting food donations according to safe food-handling practices and packing food assistance boxes. The Associate will also support other volunteer projects as needed. Additional responsibilities include assisting with the loading and unloading of food deliveries, staging products and supplies for volunteer shifts, and supporting the food bank's Operations team. This is a physically demanding position that involves a variety of lifting tasks.

We strongly encourage people of color, women, LGBTQ+ individuals, people with disabilities, and people with lived experience of hunger and/or poverty to apply. We believe our work is stronger when it reflects the communities we serve.

Responsibilities

- Ensure safe food handling practices are followed at all times.
- Evaluate food donations, inspect food products, and sort/re-pack them for distribution.
- Contribute to an efficient product flow from inspection to distribution.
- Lead volunteers in a short orientation and training prior to the beginning of each volunteer shift.
- Lead volunteers involved in food sorting projects, providing instruction, encouragement, safety monitoring, and quality control.
- Lead volunteers in packing projects such as food assistance boxes, or pre-bagged assorted produce items.
- Set up volunteer food sorting work stations and keep volunteers supplied with unsorted product.
- Provide excellent customer service to volunteers and other Food Bank partners.
- Sweep, mop, clean waste bins, walls, tables, rafters, and other tasks related to WCFB's cleaning schedules.
- Place products in appropriate storage locations.
- This role may be assigned to pick up food donations from donors, or food drives in a refrigerated box truck or van as needed.
- Assist with maintenance of warehouse equipment, reporting problems as soon as they occur.
- Assist with inventory counts.
- Operate electric pallet jacks, forklifts, and other warehouse equipment with proper certification.

- Assist in daily operations as required.
- Other duties as assigned.

Qualifications

- High school diploma or equivalent.
- Able to work independently.
- Able to enthusiastically lead teams of volunteers.
- Good communication and strong motivational skills.
- Friendly, helpful customer service skills.
- Ability to receive direction from management staff and work well with co-workers.
- Valid Massachusetts driver's license with a driving record that meets company insurance requirements.
- Ability to obtain forklift certification within the first 90 days of employment.
- Reliability, consistency, and dependability are required.
- Ability to lift and carry food inventory weighing up to 50 lbs and weigh product on a scale.
- Ability to operate power jacks, forklifts, and other equipment safely.
- Ability to work in environments with widely variant temperatures.

Job Details

This position reports to the Warehouse & Facilities Manager. It's a full-time, onsite position based in Shrewsbury, MA, with a Monday–Friday schedule from 7:30am – 4:00pm.

Choose one:
The hourly pay range for this position is $23 - $25 and the status is non-exempt.

In addition to amazing colleagues and mission-driven work, this position offers

- a retirement plan with employer match
- 80% employer-paid health insurance
- an employer-funded health savings account for those enrolled in the health plan
- dental coverage
- 13 paid holidays
- generous paid time off

Successful completion of a background check is required as a condition of employment.

WCFB provides essential services to the community during emergencies. This position is considered essential and may be required to work or remain available during emergencies or other disruptions to normal operations.

How to Apply

Please submit a cover letter and resume through email to HR@foodbank.org with the subject line "Volunteer Engagement Associate"

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.