



## Channel One Food Bank Job Description

08/09/2023

**Job Title:** Food Shelf Associate  
**Classification:** Full-time, 40 hours/week, Non-Exempt  
**Reports to:** Food Shelf Manager  
**Schedule:** Monday through Friday. No evenings or weekends.  
**Hours:** The Channel One food shelf is open from 8 am to 6 pm Mondays through Thursdays, and from 8am to Noon on Fridays. The food shelf team staffs the food shelf from 7:00am to 6:30pm M-Th and from 7:00am to 2:00pm on Fridays.

### **Job Summary**

The Food Shelf Associate is responsible for supporting Channel One's strategic goal to create a model food shelf to improve nutrition and food shelf access to people experiencing food insecurity. The position supports the Food Shelf team of staff, volunteers and community partners through the daily stocking and physical maintenance of the food shelf and its related warehouse, cooler and freezer areas. Positive customer service with shoppers is expected.

### **Primary Responsibilities**

1. Assist client shoppers by answering questions, supporting first-time shoppers, explaining food shelf processes, and resolving minor complaints, being sensitive to each individual's situation. The goal is to provide a positive experience, maintain privacy and promote dignity, sensitivity, and support for each client shopper.
2. Stock shopper floor shelves, racks, cases, bins, tables, coolers, and freezers with new and transferred stock, maintaining first-in/first-out and stock rotation guidelines.
3. Monitor food shelf inventory throughout shift and restock items as needed to ensure consistent supply based on floor plan, nutrition stocking guidelines and instructions from the Food Shelf Manager.
4. Stock CSFP boxes and cheese as needed; assist with any CSFP items returned by shoppers to the food shelf.
5. Check and record cooler and freezer temperatures daily and check product storage requirements and food temperatures as needed.
6. Follow all Channel One, Feeding America, Department of Health and other related guidelines and requirements to ensure food safety. Includes maintaining Food Safety training certification.
7. Under the guidance of the Volunteer Coordinator and direction of the Food Shelf Manager, support food shelf volunteers with shift task assignment and supervision.
8. Maintain order on the food shelf floor and ensure client shopper safety by monitoring traffic flow, removing obstacles, keeping shopping carts corralled, etc.
9. Keep warehouse aisles free of food, boxes, clutter, debris, throughout the shift. Combine pallets as necessary to make space for incoming food or orders.
10. Conduct regular maintenance and cleaning in the food shelf, freezer and cooler, and warehouse area as directed, including, but not limited to emptying trash, sweeping warehouse aisle, sweeping and mopping food shelf, cleaning cooler, defrosting freezer, removing cardboard, etc.
11. Attend all required meetings and training as required.
12. Other duties as needed or assigned.

### **Qualifications**

- High school diploma or equivalent required.
- Previous warehouse experience needed.
- Forklift experience and ability to attain and maintain certification preferred.
- 2 years of customer service, retail stock clerk experience helpful.

- Ability to frequently lift up to 50 pounds, stand, walk, push, pull and manage other physical tasks. Includes using basic warehouse equipment such as pallet jacks.
- Ability to safely use and operate warehouse equipment including pallet jacks, compactor, etc.
- Basic reading and math skills, and the ability to understand and complete written and oral instructions required.
- Basic computer skills for email, time clock and other electronic functions required.
- Experience working with or supervising volunteers helpful.

### **Behaviors and Traits**

- Strong team player and positive communication skills; ability to develop rapport with client shoppers.
- Non-judgmental, positive attitude; able to maintain confidentiality and preserve client dignity.
- Able to deescalate elevated client shopper encounters.
- Must possess a sincere desire to strengthen food access and build healthy communities by supporting people experiencing food insecurity with dignity.