

# Channel One Regional Food Bank

## Job Opening



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| <b>Job Title:</b>      | <b>Food Shelf Coordinator</b>                                     |
| <b>Department:</b>     | Programs and Agency Services                                      |
| <b>Classification:</b> | Full-time, non-exempt – 40 hours/week                             |
| <b>Reports to:</b>     | Food Shelf Manager  |
| <b>Schedule:</b>       | Schedule will vary from 7:30 am to 6:30 pm Monday through Friday. |

### POSITION SUMMARY

The Food Shelf Coordinator supports all operational aspects of Channel One's Food Shelf with the goal of sustaining our model food shelf with a focus on choice, nutrition, and a welcoming environment. The position supports the Food Shelf team of staff, volunteers, and community programs, including mobile markets, mobile pantries, and food delivery programs. The Food Shelf Coordinator also assists shoppers as needed, providing guidance and help to ensure a shopping experience that treats everyone with dignity and respect.

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 and program management for delivery and community-based food shelf distributions.

### ESSENTIAL DUTIES AND ACCOUNTABILITIES

#### Food Shelf and Program Stocking

1. Receive orders and deliveries, maintaining adequate warehouse procedures and controls.
2. Support inventory records and systems, including tracking orders using receiving logs and waste records.
3. Support stocking standards at the Channel One Food Shelf, prioritizing fresh food first. This includes utilizing SuperShelf categories and signage and managing the flow of high demand foods utilizing the Market Counter.
4. Support staff and volunteers to meet stocking standards and operational practices.
5. Manage stocking/packing for Mobile Markets, Mobile Pantries and delivery programs as needed.
6. Provide maintenance, cleaning and maintenance support to Food Shelf shopper floor and warehouse spaces.

#### Food Security Navigation

1. Responsible for shopping area to create a shopping experience that promotes dignity, access, and nutrition. Includes maintaining stocking standards such as but not limited to SuperShelf, "top foods" and culturally relevant foods through signage, merchandizing, and other tactics.
2. Provide assistance and direction to new and returning client shoppers by answering questions, resolving conflicts, explaining food shelf processes, being sensitive to each individual's situation.
3. In collaboration with the Community Access Manager, foster a welcoming environment in the Food Shelf, using warm, positive language to diffuse shopper conflict.
4. Along with Food Shelf Manager and Community Access Manager, use a Manager on Duty approach to support shoppers.

#### Other

1. Attend all required meetings and training sessions.
2. Perform other related tasks as assigned

## **EDUCATION & QUALIFICATIONS**

- High School diploma or equivalent required; post-secondary education preferred.
- 2 years of experience in retail stocking/food operations or warehouse operations preferred.
- Bilingual language skills helpful (Arabic, Somali, Spanish, or Vietnamese).
- Relevant experience in the hunger relief network, food distribution sector or a related field preferred.
- All relevant experience including education, employment history and transferable skills considered.
- Ability to perform tasks as required, including lifting up to 50 pounds, walking, bending, pulling stooping and reaching.
- Ability to operate warehouse equipment including forklifts and pallet jacks.

### **Skills and Abilities**

- Proficiency with MS Office (Word, Excel, Outlook)
- Competent in learning new software for tracking and reporting
- Strong communication and interpersonal skills
- Ability to provide direction to and collaborate with team members and volunteers
- Excellent problem-solving skills
- High standards of professional ethics and conduct
- Committed to Channel One Regional Food Bank's mission
- Ability to work sensitively and effectively with the area's diverse population, maintaining confidentiality and dignity.
- Strong organization, time management skills, and ability to multi-task essential.
- Forklift experience helpful.
- Ability to obtain ServSafe certification and Food Manager Certificate required.
- Strong team player and positive communication skills
- Non-judgmental, positive attitude; able to maintain confidentiality and preserve client dignity.
- Able to de-escalate 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.

### **Wage and Benefits**

Starting wage: \$18.30/hour

Benefits include:

- Health Insurance
- Company paid Employee Dental Insurance
- Company paid Employee Life and LTD Insurance
- 401(K) with employer match
- 9 Paid Holidays
- Paid Vacation and Paid Sick Leave
- 30 Minutes paid lunch breaks