Channel One Regional Food Bank
JOB OPENING

Job Title: Food Shelf Coordinator
Department: Food Shelf
Classification: Full-time, non-exempt – 40 hours/week
Reports to: Food Shelf Manager
Schedule: Schedule will vary from 7:30 am to 6:30 pm Monday through Thursday and Friday between 7:30am and 2:30pm.

POSITION SUMMARY
The Food Shelf Coordinator supports the operation of the Channel One Food Shelf with the focus on choice, nutrition, and a welcoming environment. The Food Shelf Coordinator supports food shelf staff, volunteers and community partners through the daily stocking and physical maintenance of the food shelf and its related warehouse, cooler, and freezer areas, in addition to the coordination of deliveries and off-site food distributions.

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.

Food Shelf and Program Stocking

1. Maintain adequate warehouse procedures and controls.
2. Maintain and monitor inventory for mobile programs.
3. Support inventory records and systems, including tracking orders using receiving logs and waste records.
4. Ensure that the Food Shelf is adequately stocked based on client shopper statistics. Maintain order in the Food Shelf shopping area and determine when food must be discarded rather than distributed.
5. 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.
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. In collaboration with Community Access manager, ensure adequate food resources are available and distributed through local deliveries, Mobile Markets, and Mobile Pantries.
8. Keep warehouse aisles free of food, boxes, clutter, and debris throughout the shift. Combine pallets as necessary to make space for incoming food and orders.
9. 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 aisles, sweeping and mopping food shelf, cleaning cooler, defrosting freezer, removing cardboard, etc.

Food Shelf Intake

1. Assist with registration, intake and shopper support at mobile programs as assigned. This includes data entry in Link2Feed or other assigned databases.
2. Provide assistance and direction to new and returning shoppers by answering questions, resolving conflicts, explaining food shelf processes, and 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 and the food shelf needs.

Other

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

QUALIFICATIONS

- High School diploma or equivalent required
- 2 years of experience in retail stocking/food operations or warehouse operations preferred.
- 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.
- 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

Skills and Abilities

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

This Job Description does not constitute a contract of employment and is subject to modification as needed to reflect changes in the requirements or functions of the position.