



**Channel One, Inc.**  
**Job Description**

01/13/2019

**Supplemental Food Shelf Floor Manager**

**Classification:** Full-time, Non-Exempt  
**Reports to:** Director of Programs and Agency Services  
**Hours:** 8:30am – 4:30pm Monday-Friday

**Essential Duties:**

Under the direction of the Director of Programs and Agency Services , the Supplemental Food Shelf Floor Manager is responsible for maintaining the daily operation of the Channel One Supplemental Food Shelf retail (distribution) program including its Olmsted County satellite food shelf sites and high rise distributions. This position is responsible for the acquisition of food through the Food Bank, and for ensuring proper maintenance of the food shelf room and its equipment.

This position oversees and directs the work of the part-time food shelf associates and provides guidance and training to food shelf volunteers.

**Primary Responsibilities**

1. Ensure that the food shelf is adequately stocked and that NAPS pallets and CSFP cheese are moved into the food shelf daily.
2. Work with Warehouse Manager on a regular basis to identify frozen, refrigerated, and dry food product from the food bank for placement in the food shelf.
3. Utilizing Agency Express, place orders for product for food shelf, satellite and high rise distribution and ensure proper and timely packing of satellite and high rise product.
4. Alert Community Engagement Coordinator of volunteer needs in the food shelf.
5. Adhering to Channel One policies and procedures, and under the guidance of the Director of Programs and Agency Services, provide training and direction to food shelf store and warehouse volunteers, arranging and setting up work for individuals and groups throughout the day, and ensuring that volunteer tasks are completed correctly.
6. Alert Director of Programs and Agency Services and Client Services Associate of problems or conflict issues involving clients.
7. Maintain order on the floor and ensure client safety by monitoring traffic flow, removing obstacles, keeping shopping carts corralled, etc.
8. Maintain and update all food shelf product signage and client instructions, ensuring all are accurate and clearly visible to clients.
9. Provide assistance and direction to shoppers by answering questions, resolving conflict, assisting first-time shoppers and explaining food shelf rules and processes if needed, being sensitive to each individual's situation, providing them with a positive experience with Channel One and maintaining the dignity and privacy of each client.
10. Keep warehouse aisles free of food, boxes, clutter, debris, etc. throughout the day. Combine pallets of food as necessary to free up additional pallet space for incoming food or orders.
11. Put away food bank orders and miscellaneous food transferred from the food bank.
12. 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.

13. Ensure program compliance with monitoring and safety guidelines established by Channel One Food Bank, TEFAP, and Feeding America.
14. Assist as needed in client intake.
15. Assist the Director of Programs and Agency Services as needed with annual garden site preparation, season-appropriate maintenance and clean-up for the Green Garden program.
16. Participate in required meetings, activities and events as assigned.
17. Other duties as assigned.

**Requirements**

- High School graduate or equivalent
- Minimum 2 years' experience in retail stocking/warehousing
- Proven experience working with diverse customer populations
- Strong interpersonal and communication skills
- Ability to work cooperatively with others
- Ability to work independently
- Able to frequently lift 50 pounds without assistance
- Ability to obtain ServSafe certification
- Forklift certification or ability to obtain certification within first six months of employment

**Preferred:**

- Some post-secondary education
- Ability to speak bi-lingual (Spanish)
- Experience working with or supervising volunteers

To apply: Send resume and letter to [lindalovik@channel-one.org](mailto:lindalovik@channel-one.org)