

Channel One Regional Food Bank

Job Opening



Job Title: Food Shelf Outreach Coordinator
Department: Programs and Agency Services
Classification: Full-time, non-exempt – 40 hours/week
Reports to: Programs and Agency Services Director
Schedule: Schedule will vary from 7:30 am to 6:30 pm Monday through Friday
Wage: \$20.00-\$22.00/hour

POSITION SUMMARY

The Food Shelf Outreach 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, 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 Food Shelf Outreach Coordinator provides program management for delivery and community-based distributions for Mobile Markets and Mobile Pantries.

Food Shelf and Program Stocking

1. Receive orders and deliveries, maintaining adequate warehouse procedures and controls.
2. Maintain inventory for mobile programs.
3. Support inventory records and systems, including tracking orders using receiving logs and waste records.
4. Support stocking standards across programs, prioritizing fresh food first. This includes utilizing SuperShelf categories and signage and managing the flow of high demand foods utilizing the Market Counter and other merchandizing.
5. Manage stocking/packing for Mobile Markets, Mobile Pantries and delivery programs as needed.
6. Provide cleaning and maintenance support to Food Shelf shopper floor and warehouse spaces. This includes mobile programming equipment and oversight of the annex warehouse space.

Volunteer Support

1. Create a positive, team-oriented environment by providing clear guidance, support, and communication to volunteers.
7. Provide orientation for new volunteers, including training across all roles, focusing on Retail Rescue sorting, Delivery box packing and off-site volunteers doing delivery and mobile distribution support.
8. Work with food shelf staff to identify daily priorities and keep volunteers on task with those priorities to ensure smooth and efficient operations.
9. Coach and support volunteers to help staff meet standards and follow operational procedures.
10. Communicate food shelf processes and expectations clearly to ensure consistency and understanding.

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. Responsible for registration, intake and shopper support at mobile programs as assigned. This includes data entry in Link2Feed or other assigned databases.
3. 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.
4. In collaboration with the Community Access Manager, foster a welcoming environment in the Food Shelf, using warm, positive language to diffuse shopper conflict.
5. Along with Food Shelf Manager and Community Access Manager, use a Manager on Duty approach to

supporting shoppers.

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Other

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

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.