



2405 North Shore Drive
Urbana, IL 61802-7221

Phone: 217-328-3663
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www.eifoodbank.org

Job Title: Operations Support Associate

Status: Full Time Non-Exempt

Salary: \$19 per hour

Benefits:

Group Health Insurance: Premiums for Full Time Employees are covered at 100% by Eastern Illinois Foodbank. Employees are eligible for coverage the first of the month following 60 days of employment. (Part Time Employees are not eligible)

Group Dental Insurance: Premiums for Full Time Employee are covered at 100% by Eastern Illinois Foodbank. Employees are eligible for coverage the first of the month following 60 days of employment. (Part Time Employees are not eligible)

Group Vision Insurance: Premiums for Full Time Employee are covered at 100% by Eastern Illinois Foodbank. Employees are eligible for coverage the first of the month following 60 days of employment. (Part Time Employees are not eligible)

Group Life and AD&D Insurance: Premiums for Full Time and Part Time employees are covered 100% by Eastern Illinois Foodbank. Coverage starts on the first day of employment. Eligibility to participate is in accordance with the terms of the plan.

Retirement Plan

Simple IRA:

Eastern Illinois Foodbank offers a Simple IRA program that allows the employee to maintain an available retirement program. Eligibility to participate is in accordance with the terms of the plan. The Simple IRA plan currently provides for a Foodbank matching contribution of 3% of an employee's income.

PTO

Vacation
Sick Leave
Personal Leave

Holidays

Full-Time and Part-Time employees receive nine (9) paid holidays each year.



Job Description

JOB TITLE: Operations Support Associate

REPORTS TO: Procurement & Inventory Manager

STATUS: Full-time, Hourly, Non-Exempt

HOURS: Monday-Friday as scheduled; Weekends as needed.

SUPERVISORY ROLE: No

NO. OF DIRECT REPORTS: 0

TRAVEL REQUIRED: 0-5%

PRIMARY FUNCTION:

The Operations Support Associate staff member supports the daily operations of Eastern Illinois Foodbank by assisting with inventory & warehouse support, supporting the volunteer department, trailer distribution, picking and receiving, and facility cleanliness. This position helps ensure food and other essential items are handled safely, stored properly, and distributed efficiently to partner agencies and the communities.

PRINCIPAL DUTIES & RESPONSIBILITIES:

Inventory/Warehouse

- Assists in maintaining accurate inventory
 - Accurately pull and stage product for orders
 - Assist with maintaining the locator system, including maintenance and placement of all product
 - Assist with proper product rotation
 - Assists with IDHS, FA, and all other donor requirements
- Assist with EIF inventory management using current software
 - Manage pick tickets
 - Accurately perform data entry
- Process product information and inventory changes in accordance with EIF Policy
- Assist with donor and inventory information
- Assist with physical inventories
- Follow safety practices in the warehouse and while operating warehouse equipment

Volunteer Support

- Assist with sorting and repackaging of EIF product
- Assist in maintaining sanitary and safe food handling practices

Facility Support

- Assist with maintaining cleaning schedules as needed.
 - Warehouse
 - Loading Docks
 - Office
 - Restrooms

Transportation Support

- Assist with the execution of the mobile distribution program
- Greet neighbors and volunteers, explain the distribution process clearly, and help resolve questions or concerns on site

Last Updated by: Patti Martin, HR Manager

Last Updated on: October 15, 2026

- Interact with all neighbors courteously and consistently, following EIF distribution procedures equally for every household
- Maintain accurate distribution/activity records, report as required/requested

Customer Service

- Assists in the distribution of product to meet customer needs
 - Greet and assist member agencies in warehouse with shopping area product selection
 - Assist with extra distribution efforts with member agencies

Other:

- Apply the mission and values of Eastern Illinois Foodbank in daily work by treating neighbors, volunteers, and agency partners with dignity and following food safety and donor requirements
- Other duties and special projects as assigned

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Working conditions may vary between controlled temperatures in an office environment and non-regulated high temperatures in the warehouse
- Sitting and standing for long periods, walking intermittently
- Office-type as well as warehouse environment with regular use of basic office equipment (i.e., computer, printer, phone system, copy machine/scanner, projector, etc.)
- Ability to lift or move up to 50 pounds regularly and repetitively, and up to 75 pounds occasionally
- Ability to stand, walk, sit, use hands to finger, or feel objects, tools, or controls, reach with hands and arms, climb stairs, balance, stoop or kneel, crouch or crawl, talk or hear, and taste or smell
- Use specific vision abilities, including close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus
- The noise level in the work environment is moderate to severe.
- While performing duties of this job, the employee may be exposed to wet or humid conditions, extreme cold or heat, and general outside weather conditions.

QUALIFICATIONS:

Competencies, Education and Experience

- MS Office proficient; including Outlook, Word, and Excel
- Ability to accurately count, record, and reconcile product quantities during receiving, picking and physical inventories
- Ability to accurately pull, stage, and record product with minimal errors on pick tickets and inventory counts
- Ability to operate forklifts, pallet jacks, and other warehouse equipment
- Ability to complete Forklift Operator Safety Training to obtain Forklift Certification in the first 90 days
- Knowledge of, or ability to learn, safe food handling and sanitation practices
- Ability to communicate clearly and courteously with agency partners, volunteers, and neighbors
- Ability to follow written procedures, including safety, IDHS, FA, and other donor requirements
- Ability to take direction and work as part of a team across departments
- High school diploma or equivalent preferred; warehouse experience a plus

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