



## Job Description

JOB TITLE: Operations Associate w/CDL

REPORTS TO: Transportation & Facility 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: 60-70%

### PRIMARY FUNCTION:

Responsible for efficient and accurate receiving, handling, distribution, and processing of EIF Inventory.

### PRINCIPAL DUTIES & RESPONSIBILITIES:

#### DRIVER/CUSTOMER SERVICE

- Assists in the pick-up and delivery of Foodbank product.
  - Ensure timely and professional execution of product pick-up and delivery schedules
  - Work effectively with volunteers who assist in donor pick-ups and deliveries
  - Perform vehicle maintenance inspections and maintain accurate records of vehicle operations and maintenance
  - Operate vehicles and equipment in a responsible and safe manner
  - Ensure proper transport, evaluation, and storage of all incoming and outgoing products
  - Maintain accurate documentation as required

#### WAREHOUSE/CUSTOMER SERVICE

- Assists in various duties pertaining to maintaining accurate inventory.
  - Physically pick and prepare orders for distribution to member agencies
  - Meet EIF Inventory accuracy rates
  - Assists with item codes for incoming donated, USDA and purchased product.
  - Assist with maintaining the locator system, including maintenance and placement of all product, and rotation of product so that the first in first out system is used.
  - Ensure proper receipting, invoicing, and inventory control procedures for all incoming and outgoing products
  - Assists with IDHS, FA, and all other donor requirements
  - Assist with receiving and physical inventory functions
- Assists in the distribution of product to meet customer needs.
  - Greet and assist participating agencies in warehouse with product selection, shopping area and pulling of orders
  - Pick and set up orders departing Foodbank to ensure accuracy
  - Assist in loading and checking all orders departing Foodbank
  - Assist with extra distribution efforts with member agencies
  - Works with all warehouse staff to organize and maintain the warehouse to ensure maximum cleanliness and efficiency of space.
- Assists will facility and equipment maintenance

- Assist with maintaining daily cleaning schedule including the inside and outside of the Foodbank facility
  - Assist with pest control
  - Inspect and maintain Foodbank equipment reporting any issues
  - Observes safety practices while in the warehouse as well as operating warehouse equipment including, but not limited to, the forklift and Foodbank delivery vehicles.
  - Ensure the safety of all persons entering and departing the warehouse.
- Deals tactfully and respectfully with agencies, community organizations, donors, and volunteers to maintain effective and positive relations.
  - Train and supervise all assigned volunteers, probation and community service volunteers

Other:

- Demonstrate a commitment to the mission and values of Eastern Illinois Foodbank
- 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 condition 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
- Sitting at a desk or in a vehicle for long periods of time to perform certain job functions; safely navigate through traffic
- Work in various weather conditions
- 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 occasionally lift or move up to 50 pounds regularly and repetitively, 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

- Possess and maintain a valid Commercial Driver's License with clean driving record
- Ability to operate forklifts, pallet jacks, and other warehouse equipment is required
- Forklift Operator Safety Training
- Ability to read and write legibly
- Ability to perform basic math functions
- Compassion
- Customer Focus
- Safety Conscious