



JOB TITLE: **Operations Associate w/CDL**

REPORTS TO: Transportation Manager

**JOB FUNCTION:**

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

**PRINCIPAL DUTIES AND 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 with 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 DUTIES AS ASSIGNED**

## EIF Internal Relationships

- Works with all operations staff to carry out all aspects of warehouse product care from receiving, storage, and distribution to pickup and delivery.
- Works cooperatively with all Foodbank Staff to ensure accurate agency orders, accounts receivable records, product donation receipts, inventory records, and general maintenance, cleanliness, and organization of the Foodbank's facilities and equipment.
- Works with Product Management Team to effectively and efficiently acquire and distribute product.
- Works with Development Staff to maintain positive donor relations and volunteer experiences.
- Works with Partnership Staff to maintain smooth business interactions with agency customers.
- WORK AT ALL TIMES TO PRESENT A POSITIVE IMAGE TO AGENCIES, DONORS AND THE PUBLIC AT LARGE

## QUALIFICATIONS:

### Skills and Experience

- Possess and maintain a valid Commercial Driver's License with clean driving record
- Ability to lift 50 pounds regularly and repetitively, 75 pounds occasionally; frequently lift, bend and stand, push and pull carts
- 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

### Competencies

- Compassion
- Customer Focus
- Safety Conscious