



Job Title: Pack Line Operator (PT)
Reports To: Food Acquisitions Manager
FLSA Status: Non-Exempt
Hourly Rate: \$20.00

Central California Food Bank is dedicated to ending hunger in the Central Valley. We provide food to more than 200 agencies in Fresno, Madera, Kings, Kern and Tulare Counties and serve over 280,000 people each month totaling over 40 million pounds of food served in 2020.

The **Pack Line Operator** is charged with using the pack line to ensure that manufactured products and produce are safely packaged for distribution. The Pack Line Operator oversees the use of the volume fill and bulk pack line to rework product for agency partner, food bank partner, and CCFB benefit. The Pack Line Operator is also responsible for quality control, safety, equipment cleaning/sanitizing, and volunteer training and project support. These functions are designed to enhance and support the overall mission of Central California Food Bank.

The following is a list of major duties and responsibilities for this position. It is not all-inclusive. Other duties and responsibilities may be added as needed and, in addition, management as appropriate may modify this job description.

Essential Duties and Responsibilities

1. Volunteer Relations and Customer Service
 - a. Supervise and coordinate volunteers during pack line operations
 - b. Organize volunteers and collaborate with the Volunteer Manager and collaborate with the Director of Food Acquisitions and Quality Control Assistant regarding timelines for products being repacked
 - c. Build sustainable relationships of trust with volunteers through open and interactive communication
 - d. Handle and resolve complaints by providing appropriate solutions and alternatives
 - e. Resolve questions volunteers might have about quality to make sure all edible product is repacked
 - f. Communicate any quality control issues to minimize rework costs
 - g. Spot checking packed boxes and cull bins to make sure the volunteers are packing correctly, and if not be able provide the corrections as needed.
 - h. Works closely with Volunteer Coordinator and Quality Control Assistant for items that need to be ran over the pack line, timelines of when the product needs to run, and volunteer availability.
2. Operate Pack Line Equipment
 - a. Conduct daily inspection/checklist before operation
 - b. In charge of basic start up and set up at the beginning of shift, and continual monitoring of pack line during operation
 - c. Turn off machines at the end of a shift

- d. Ensure that equipment runs properly
 - e. Work with supervisor to identify challenges and support quarterly maintenance work
 - f. Clean and sanitize equipment per cleaning schedule
 - g. Conduct product line quality control inspections
 - h. Check for machine parts and equipment challenges
 - i. Evaluate packaging integrity and functionality
 - j. Segregate any defective material and record inspection results
 - k. Report malfunctions to supervisory staff immediately
3. Sort and Quality Control Checks
 - a. Educating Volunteers about what they will be sorting out for this commodity. (looking for soft; decay etc.).
 - b. Randomly check boxes and cull line for QA and adjust what the volunteers are throwing away or packing
 - c. Weigh and re-pallet teg after re-work is complete
 4. Perform Administrative Work and Training
 - a. Fill out administrative paperwork at the end of their shift, ensuring that all information is entered correctly.
 - b. Train and supervise volunteers on the specific volunteer duties for all pack line projects
 - c. Oversee all safety protocols are followed while supervising volunteers
 5. Provide excellent customer service to all Central California Food Bank customers including Central California Food Bank clients, staff, donors, logistics personnel, agency personnel, volunteers, board members, and the general public.
 - a. Engage in the following tasks or behaviors that represent excellent customer service: timely responses, punctuality and attendance, treating others with respect, distributing quality product, being knowledgeable and providing accurate information, and using appropriate non-verbal and verbal communication.
 - b. Perform other duties as assigned.

Minimum Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made in accordance with the ADA to enable individuals with disabilities to perform the essential job functions.

1. Strong mechanical skills, troubleshooting capabilities, and knowledge of preventive maintenance
2. Knowledge of packaging equipment
3. Forklift operator certification is required
4. Basic computer skills and ability to learn new software program.
5. Excellent customer service
6. Ability to work independently, as well as work well with others, including CCFB staff and volunteers.
7. Must pass background check, as needed.
8. Ability to stand or sit for extended periods of time.
9. Ability to maintain confidentiality where necessary.
10. Ability to effectively communicate (written and oral) and work well with a variety of stakeholders from different socioeconomic and cultural backgrounds.
11. Ability to adapt to quickly changing business environment including learning and applying new training and knowledge.

Benefits

- This position is not eligible for benefits

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations will be made in accordance with ADA to enable individuals with disabilities to perform the essential job functions.

This position is located at a warehousing/distribution facility. With warehouse and truck traffic in the facility and grounds, a few steps to walk up into the facility and product stacked and stored throughout, this position requires someone who is mobile and who can watch for traffic and normal hazards of a warehouse environment. While performing the job duties of this job, the employee is regularly required to sit, talk, and hear. The employee frequently is required to stand, walk and/or reach with hands and arms. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Must be able to use a computer to track detailed data, write reports and receive information; must be able to communicate by phone and in person; must be able to drive to and from meetings, events, and to run errands.

Central California Food Bank is an at-will employer. This means that employment can be terminated at-will by the company or employee and such termination can be made with or without notice.