

Central California Food Bank
Job Description



Job Title: Operations Assistant
Reports To: Director of Finance
FLSA Status: Non-Exempt
Hourly Rate: \$16.75

POSITION SUMMARY:

The Operations Assistant is charged with the responsibility of providing administrative support to the Distribution Center.

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. Maintain records related to distribution center and administrative activities

- Act as a contact for incoming calls from agencies related to inventory on-hand, agency accounts receivable, and other general requests.
- Prepare donor receiving and enter receiving information into the computerized inventory database ensuring accuracy of all entered data.
- Assist in inventory cycle counts as needed.
- Perform second check receiving for accuracy.

2. Coordinate activities with agencies and affiliated food banks

- Assist with faxing menu to partner agencies.
- Process incoming network member's orders, including scheduling, and confirming pick-up times.
- Serve as point of contact for agencies during agency order pick-up.
- Coordinate receipt of and enter weekly agency orders into inventory database.

3. Participate in strategic planning for Central California Food Bank (CCFB)

- Represent and advocate for the organization in the community and at the regional level.
- Engage in organization capacity-building activities.
- Attend staff meetings.
- Adhere to Feeding America and CCFB regulations and guidelines.

4. Provide excellent customer service to all CCFB customers including CCFB clients, staff, donors, logistics personnel, agency personnel, volunteers, board members, and the general public

- Engage in the following tasks or behaviors that represent excellent customer service: timely responses, punctuality and attendance, treating others with respect, being knowledgeable and providing accurate information, and using appropriate non-verbal and verbal communication.
- Perform other duties and support as assigned.

SUPERVISORY RESPONSIBILITIES:

This position does not have supervisory responsibilities.

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.

- High School Diploma/GED and at least 1 year Customer Service experience
- Ability to effectively communicate (written and oral) and work well with a variety of stakeholders from different socioeconomic and cultural backgrounds
- Ability to adapt to quickly changing business environment including learning and applying new training and knowledge
- Demonstrated ability to problem solve, analyze data, make good decisions, attend to details, and manage projects
- Advanced computer skills (word processing, spreadsheet, email)
- Must have valid CA driver's license with good driving record
- Basic math skills (add, subtract, multiply, divide, interpret data, diagrams, and schedules)
- Must be insurable by CCFB company vehicle insurance provider

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.

*Central California Food Bank is an Equal Opportunity Employer.
Central California Food Bank is a proud member of Feeding America.*