



Job Title: First Fruits Market Coordinator
Reports To: Community Programs Manager
FLSA Status: Non-Exempt

Prepared By: HR Manager
Approved By: Co-CEOs
Pay Rate: \$20.00 per hour

POSITION SUMMARY

The **First Fruits Market Coordinator** oversees daily pantry operations, including but not limited to the supervision and coordination of the pantry work force and volunteers, ordering and restocking pantry items, inventory management, supervision and coordination of intake and check out processes. This position is expected to provide superb customer service and adhere to safety, quality and food safety standards set by Central California Food Bank. The coordinator will spend time both on-site at Central California Food Bank and with First Fruits Market at Fresno Mission's City 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. Oversee and coordinate all First Fruits Market activity and program implementation including but not limited to:**
 - a. Administer processes and procedures for all aspects of pantry operations, including inventory management, customer shopping/checkout, client intake, and customer experience.
 - b. Utilize and oversee data management/technology platform.
 - c. Train and supervise volunteers, workforce development team members, and other groups to ensure that pantry is operational, fully stocked, and food is distributed efficiently and in a dignified manner to customers.
 - d. Work with CCFB Operations team to ensure that pantry product is correctly ordered, pulled, and delivered to fulfill daily pantry activities
 - e. Participate in interdepartmental conversations to ensure effective programmatic implementation
 - f. Support new volunteer / employee orientation sessions as needed
 - g. Provide information and referrals to other social services which individuals may be eligible, including SNAP / Cal Fresh.
- 2. Ensure all operations, practices, policies, and recordkeeping comply with local, state, and federal regulatory agencies in order to remain open and safely serve the public.**
 - a. Monitor temperature-controlled equipment and record temperatures throughout the day
 - b. Ensure food storage and distribution complies with USDA/Serv Safe/Feeding America Guidelines.
 - c. Maintain current required food safety training(s) and certifications as applicable.
 - d. Maintain cleaning records and ensure general cleanliness of First Fruits Market retail and storage areas.
 - e. Safely operate all required equipment, including pallet jacks, carts, and other equipment as applicable.

- 3. 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, attendance, treating others with respect, distributing quality product, being knowledgeable and providing accurate information, and using appropriate non-verbal and verbal communication.
 - b. Appreciate and support working with people of different backgrounds, abilities, opinions, and perceptions.
 - c. 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. Minimum high school diploma/ GED, some college preferred
2. Ability to effectively communicate (written and oral) and work well with a variety of stakeholders from different socioeconomic and cultural backgrounds.
3. Ability to generate enthusiasm and interest from others for working on food bank programs.
4. Ability to adapt to quickly changing business environment, including learning and applying new training and knowledge.
5. Demonstrated ability to problem solve, analyze data, make good decisions, attend to details, and manage projects.
6. Experienced in the use of appropriate computer software, including Microsoft Office Suite.
7. Knowledge of sanitary food safety, storage, and handling guidelines preferred.
8. Bilingual (Spanish/Hmong/other) strongly preferred
9. Customer Service to the public strongly preferred.
10. Must have valid CA driver's license with good driving record.
11. 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

Job Description Acknowledgement

Job Title: First Fruits Market Coordinator **Prepared By:** HR Manager
Reports To: Community Programs Manager **Approved By:** Co-CEO
FLSA Status: Non-Exempt **Approval Date:**

By signing below, I am acknowledging that I have received a copy of this job description.

I understand I am to become familiar with my job description's contents as it represents a brief summary of my job duties, which are not all-inclusive and are subject to change, with or without prior notice. I understand it is my responsibility to talk to my manager or Human Resources if I have any questions regarding my individual job responsibilities or any policies and procedures.

Further, I understand that signing this document does not constitute a contract of employment with Central California Food Bank.

Employee Name (Print)

Employee Name (Signature)

Date