



## Central California Food Bank Job Description

**Job Title:** Operations Coordinator  
**Reports To:** Warehouse Manager  
**FLSA Status:** Non-Exempt

**Prepared By:** HR Manager  
**Approved By:** Co-CEO  
**Pay Rate:** \$21.11 per hour

### **POSITION SUMMARY:**

The Operations Coordinator is responsible for accurately fulfilling orders and partner/coordinator product requests, assess the quality of product, and effectively communicate with the Community Programs team to provide an excellent neighbor and program partner experience. The Operations Coordinator is also responsible for operational efficiency in moving and staging product to support Community Programs distributions, including School Pantry, Backpack, Diaper Bank, Senior Hunger, Groceries2Go, Community Farmworker Partnership, and Healthcare Partnerships.

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. This position is considered a safety sensitive position.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- 1. Monitor shared spreadsheets and submit orders for food distribution programs including, but not limited to, School Pantry, Backpack, Diaper Bank, Senior Hunger, Groceries2Go, Community Farmworker Partnership, and Healthcare Partnerships.**
- 2. Fulfill and stage orders for food distribution programs including, but not limited to, School Pantry, Backpack, Diaper Bank, Senior Hunger, Groceries2Go, Community Farmworker Partnership, and Healthcare Partnerships.**
  - Observe the quality of the product and make recommendations to management regarding product lifespan or usability.
  - Effectively communicate adjustments or cancellations with Central California Food Bank staff for review
  - Ability to operate machinery (forklift, electric and manual pallet jack) required.
- 3. Work cross-departmentally to effectively communicate with Operations, specifically the Quality Control Coordinator, Finance, and Programs staff to ensure accurate order fulfillment and prompt distribution of product.**
- 4. Thoroughly inspect donated and purchased products intended for delivery and distribution.**
  - Follow procedures to ensure product quantity best matches anticipated individuals served through the program distribution.
  - Make recommendations to community programs staff if substandard product quality is observed/evident.

- Effectively communicate any product concerns with Quality Control Coordinator, Warehouse Manager, Warehouse Lead, and Logistics Supervisor to support distribution center safety and cleanliness.
- 5. Review assigned orders and create daily pick sheets.**
- Work with programs team to determine necessary product mix being delivered to member partners and community partners.
  - Stage, tag, review and approve product, and sign off on pick sheet prior to delivery/pickup.
- 6. 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.**
- 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.

**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.

- Must have valid CA driver's license with good driving record.
- Must be able to acquire and complete forklift operation certifications.
- 1 or more years' experience in distribution center operations (preferred) and/or 1 or more years' experience providing customer service (preferred).
- Basic math skills (add, subtract, multiply, divide, interpret data, diagrams, and schedules)
- Basic computer skills (word processing, spreadsheet, email)
- High School Diploma, GED, or some college preferred but not required
- Must pass background check and drug test.
- Stand or sit for extended periods of time.
- Ability to effectively communicate (written and oral) and work well with a variety of stakeholders from different socioeconomic and cultural backgrounds.
- Willing and able to travel for the organization and work beyond normal working hours when necessary.
- Ability to adapt to quickly changing business environment including learning and applying new training and knowledge.
- Basic safety knowledge including familiarity with OSHA guidelines as they relate to warehousing (i.e., proper lifting, proper attire)

**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.*

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**Central California Food Bank**  
Job Description Acknowledgement

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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