



Job Title: Pack Line Operator
Reports To: Food Acquisitions Manager
FLSA Status: Non-Exempt

Prepared By: HR Manager
Approved By: Co-CEOs
Pay Rate: \$22.00 per hour

Position Summary

The Pack Line Operator is responsible for operating and maintaining the pack line equipment to ensure that manufactured products and fresh produce are safely and efficiently packaged for distribution. As part of a small and dedicated team, this role supports Central California Food Bank's mission by maintaining high standards in food safety, cleanliness, and packaging integrity.

The Pack Line Operator oversees both volume-fill and bulk-pack lines, reworking products for agency partners, food bank partners, and internal programs. The position also provides day-to-day support for volunteers, basic mechanical troubleshooting, quality control, and coordination with logistics staff. Flexibility, initiative, and clear communication are key to success in this role.

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

This role demands strong attention to detail, reliable and consistent attendance, and the ability to collaborate effectively across departments. A commitment to maintaining a clean and organized workspace is essential to ensure both workplace safety and team efficiency.

1. Operate Product-Pack Line Equipment

- Conduct daily pre-operation inspections and safety checklists.
- Start up, set up, and monitor pack line operations throughout the shift.
- Shut down machines properly at the end of shift.
- Identify and report equipment issues; support basic troubleshooting and adjustments.
- Participate in routine maintenance and cleaning in coordination with the supervisor.
- Maintain strict adherence to cleaning and sanitizing schedules daily.

2. Sort and Weight Products

- Operate pack lines to accurately rework and package food items.
- Sort raw materials prior to packaging to ensure food quality and safety.

- Weigh and verify packaged products according to project specs.
- Label and tag all pallets appropriately before transferring to storage or shipping.

3. Quality Control and Food Safety

- The Pack Line Operator is expected to leave the work area as clean as it appears at the start of the shift. This includes removing produce scraps, broken bags, or materials from under and around the machine, wiping surfaces, and returning supplies to designated locations. Cleanliness is a shared responsibility and is critical to food safety
- Conduct in-line inspections for product quality, packaging accuracy, and machine performance.
- Ensure food safety guidelines and sanitation protocols are consistently followed.
- Segregate any defective materials and record quality control results.
- Report equipment malfunctions and product issues to supervisors immediately.
- Champion cleanliness and food safety practices to support regulatory compliance and community trust.

4. Volunteer Training and Leadership

- Train, guide, and supervise volunteers and workforce employees working on pack line projects.
- Provide clear instructions and hands-on demonstrations tailored to diverse skill levels.
- Ensure safety protocols are followed at all times in volunteer zones.
- Create a welcoming and positive environment that supports volunteer engagement and retention.

5. Product Transfer and Warehouse Support

- Assist with transferring packaged products to final staging, storage, or shipping locations.
- Keep materials and product areas organized to support safety and efficiency.
- Support general warehouse or packing activities during downtime or when requested.

6. Administrative and Team Support

- Complete end-of-shift documentation accurately, including weights, counts, and inventory notes.
- Support team communication and project coordination across departments.
- Participate in training, team meetings, and cross-functional initiatives as needed.
- Perform other duties as assigned.

7. Workplace Expectations

- Regular, reliable attendance with proactive and timely communication about schedule changes; equipment challenges and other needs
- A clean, organized, and safe workspace at the end of every shift.

- Team-first attitude with respectful, clear communication, especially when giving or receiving instructions.
 - Calm and adaptable demeanor when working with volunteers or under pressure.
8. 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.

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 aptitude and basic troubleshooting skills.
2. Knowledge of packaging or food processing equipment.
3. Forklift certification (or willingness to obtain within 30 days of hire).
4. Able to communicate clearly, calmly, and respectfully with team members and volunteers from diverse backgrounds in all forms of communications (in person, email, teams or text)
5. Basic computer literacy and ability to learn new software tools.
6. Excellent verbal and written communication skills.
7. Ability to work well independently and as part of a small, collaborative team.
8. Demonstrated commitment to food safety, cleanliness, and quality.
9. Must pass a background check.
10. Bilingual or multilingual skills are a plus.

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.*

Central California Food Bank

Job Description Acknowledgement

Job Title: Pack Line Operator
Reports To: Food Acquisitions Manager
FLSA Status: Non-Exempt

Prepared By: HR Manager
Approved By: Co-CEO
Pay Rate: \$22.00 per hour

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