

UNIVERSITY DISTRICT FOOD BANK
OPERATIONS SPECIALIST

POSITION SUMMARY

The Operations Specialist is responsible for supporting the successful recovery of unused surplus food and the distribution of it to our community. You will help build, grow, and maintain positive working relationships with the grocery store and small business partners that participate in our food recovery program, and you will also oversee and coordinate our grocery store styled walk-in food pantry once per week. As an important member of our food bank team, you will confidently represent our organization in a positive and professional manner that is consistent with our organizational values and practices, using clear, respectful communication and a friendly disposition. You will work collaboratively with other food bank staff to ensure that we are successful in our mission.

JOB FOCUS AREAS

Grocery Recovery Duties, Responsibilities, and Tasks

- Collect food donations from nearby businesses on Tuesday, Wednesday, and Thursday mornings and deliver them to the food bank for sorting
- Adhere to established donation recovery practices and procedures
- Communicate clearly and positively with our donation partners
- Be timely and work efficiently to maintain the daily food rescue schedule
- Ability to regularly and safely lift and move boxes weighing 50lbs.
- Safely operate, clean, and maintain food bank vehicles
- Accurately collect and enter donation data using a simple web form in a timely and reliable manner
- Facilitate the occasional pick up of palletized food from wholesalers
- Train in home delivery program processes to cover occasional volunteer absences or emergencies

Food Bank Coordination Duties, Responsibilities, and Tasks

- Manage the Friday walk-in food bank; oversee initial set-up, distribution and receiving activities throughout the shift, and clean-up at day's end
- Ensure a safe, healthy food bank environment for all
- Supervise and communicate with volunteers to ensure essential tasks are completed and food bank standards are followed
- Coach volunteers toward excellent customer service practices
- Ensure that safe food handling practices are followed
- De-escalate conflict and altercations as needed
- Ability to regularly and safely lift and move boxes weighing 50lbs.
- Stand and actively move around for the entirety of the eight hour shift
- Assist the Food Bank Manager, as needed, with other projects and tasks

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REQUIRED QUALIFICATIONS

- Valid WA driver's license
- Clean driving record and ability to pass WA State Patrol background check
- Current King County food handler's permit and Food Lifeline grocery rescue training or ability to obtain both within 30 days of hire
- Ability to follow safe food handling procedures at all times
- Ability to drive a manual transmission vehicle
- Ability to safely operate basic warehouse equipment including a pallet jack and cardboard compactor
- Ability to work collaboratively
- Empathy toward all customers accessing the food bank
- College degree not required

DESIRED QUALIFICATIONS

- Experience driving cargo vans and/or box trucks.
- Volunteer management experience
- Experience in conflict de-escalation and non-violent communication
- Excellent oral communication and interpersonal skills
- Ability to interact with people of all racial, socioeconomic, and cultural backgrounds
- Ability to speak English and a second language, especially Spanish, Russian, or Chinese
- Experience with an anti-hunger or similar human services organization

HOURS AND COMPENSATION

- Tuesday - Thursday, 8/9am - 11am/12 noon (approximately) with occasional opportunities for extended and additional shifts, especially during the holiday season or during staff vacations
- Friday, 9:30am - 5pm
- Additional hours available infrequently (mutually agreeable, by advance arrangement) to cover for vacationing staff or during busier holiday seasons
- \$16 - \$18 per hour to start, depending upon experience
- 90 day probationary review period
- Vacation, sick time, and holidays paid
- Annual employer contribution to SEP IRA

ABOUT UNIVERSITY DISTRICT FOOD BANK

University District Food Bank is a 501c3 non-profit dedicated to providing individuals and families who are in need with food and access to a network of community resources that helps them achieve self-sufficiency. We operate a walk-in food pantry, a home delivery program, and a weekend backpack program called Packs For Kids. Our walk in pantry is open to customers four days a week and offers

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three days of emergency food using a grocery store model that allows clients to choose items best suited to their families' nutritional needs. Home delivery operates weekly to support customers in our community unable to come on-site and shop for their own groceries. Packs for Kids is a year round program to provide school kids with easy access to meals and snacks to help out when school or summer meals are unavailable during the weekend.

HOW TO APPLY

To apply please email a **cover letter and resume** to apply@udistrictfoodbank.org with Operations Specialist in the subject line. We will confirm receipt by reply email. You may also deliver your cover letter and resume in person to the on-site Food Bank Manager at 5017 Roosevelt Way NE, Seattle WA 98105.

Current food bank customers, people of color, women, and LGBTQ identified individuals are strongly encouraged to apply.

Applications will be accepted through September 3rd with priority given to early applicants.

No phone calls please.