

## Food Finders Food Bank

Job Title: Mobile Pantry Assistant	Revision Date: March 2021
Fair Labor Standards Act (FLSA):N	<b>Part time</b>

**Position Overview:** *Food Finders Food Bank is proud of its vigorous Mobile Pantry program which distributes 3.7 million pounds of food annually directly into the hands of our neighbors facing hunger. The Mobile Pantry Assistant must be enthusiastic about the work of the food bank and passionate about feeding the hungry. This is a demanding professional position that motivates and leads our volunteers while supervising the mobile pantry distribution process from start to finish. The assistant acts as a spokesperson of the food bank actively engaging with our sponsors, volunteers and clients to ensure they have a positive experience while maintaining the highest food safety and civil rights standards. This position reports to the Mobile Pantry Coordinator, Impact Director and Chief Engagement Officer.*

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversee and lead volunteers onsite at the mobile pantry distribution
- Manage line of people waiting for food and food flow
- Maintain accurate data and records for mobile pantry distributions
- Strong organizational and time management skills with emphasis on accuracy and attention to detail
- Motivated with ability to efficiently multi-task, work under pressure, handle interruptions and meet deadlines
- Ability to identify problems, analyze information and implement solutions
- Capable of taking initiative and assuming responsibility
- Ability to work independently and in a dynamic team environment
- Demonstrate strong conflict resolution skills
- Able to work with ambiguity and shifting priorities
- Adhere to and upholds civil rights requirements
- Adhere to and uphold food safety standards
- Coordinate with local service agencies to provide outreach opportunities to mobile pantry clients
- Collect and input surveys and data accurately and timely for monthly reports and grant requests

### KNOWLEDGE, SKILLS AND ABILITIES

- Bachelor degree preferred
- High school diploma plus applicable work experience will be considered
- Ability to lift 35 pounds
- Proficiency in use of computers with Windows based systems, specifically Excel, Word, Outlook and email
- Excellent written, oral and training skills
- Ability to lead volunteers, keeping them productively occupied
- Ability to work with across all departments within the organization
- Obtain ServSafe Manager level food safety certification course within 90 days of hire

- Able to work in sometimes inclement weather
- Demonstrated ability to lead
- Experience developing and maintaining a culture of safety in a volunteer environment.
- Valid Indiana driver's license with an insurable driving record. (Vehicle ownership not necessary.)
- Ability to work flexible hours and attend work functions outside of normal work hours, on weekends and evenings, as needed.
- Ability to look out for new ideas and ways to improve the program
- Ability to represent the food bank in a professional manner as assigned for community events, food drives, fundraisers, Mobile Pantries, etc.

#### **PERSONAL ATTRIBUTES AND VALUES**

- Passion, enthusiasm, focus, and creativity around FFFB's vision, mission and values of community, leadership, transparency, innovation and diversity.
- Impeccable integrity and honesty.
- Positive attitude; proactively seeks and incorporates feedback.
- Strong work ethic with an orientation toward constant innovation and process improvement.
- Bias toward providing excellent customer service and a valuable experience for stakeholders.
- Adaptable and performs gracefully under pressure.
- Innovative self-starter and problem solver with a bias towards action.
- Engaging, persuasive, outgoing and possessing a sense of humor deftly combined with a can-do attitude.
- Thrives speaking in front of groups of various sizes.
- Ability to work both independently and in a collaborative setting with people of diverse backgrounds and circumstances.
- Capable of taking initiative and assuming responsibility.
- Ability to work independently and in a dynamic team environment.
- Ability to maintain good relationships with multiple co-workers and clients
- Compassion for low-income individuals.

#### **PHYSICAL REQUIREMENTS**

Part of this work location changes daily as assigned to travel across our 6500 sq. mile service area. Physical activities necessary in the performance of this job include ability to: Sit at a computer workstation for up to five hours at a time, move throughout the 30,000 square foot warehouse and other food bank facilities in performance of duties, regularly bend, lift and carry up to 30 lbs.; conduct volunteer orientations, communicate in clear speaking voice in person, before large groups and over the phone; interpret instructions and questions when asked; and operate computer equipment, including typing/seeing.

<p><b>NOTE:</b> This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.</p>
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