

Gleaners Community Food Bank of SE MI Job Description

Job Title: Mercado Food Hub Coordinator
Reports To: Agency Relations Manager
FLSA Status: Non-exempt
Department: Operations
Last Update: August 2020

This is a part-time position (24 hours per week) on Gleaners' Mercado Food Hub team, and includes mandatory Thursday evening and Saturday daytime shifts.. This position involves organizing and executing the efficient distribution of food to those in need in Southwest Detroit through the Mercado Food Hub pantry located in the Ford Resource and Engagement Center (FREC).

Essential Duties and Responsibilities

1. Distribute food to clients, including unscheduled "emergency" visits, during distribution hours.
2. Ensure clients are treated with dignity, respect and confidentiality.
3. Learn and maintain proficiency in Link2Feed service insights program.
4. Enroll new clients, establish appointments, and record visits in Link2Feed.
5. Complete and submit required reports.
6. Maintain a safe and clean environment.
7. Maintain ServSafe certification.
8. Ensure adherence to food safety standards.
9. Assist with recruiting volunteers.
10. Train and supervise volunteers and temporary staff members.
11. Ensure distributions run smoothly, adjusting staff and volunteers so required roles covered: intake, packing if required, shopping assistance when applicable, and loading into vehicles.
12. Work outdoors in all weather conditions during distribution times.
13. Answer phones and return calls.
14. Place food orders using Primarius, the food bank inventory system, and establish quantities to be distributed per household.
15. Assist with directing and putting away food from deliveries.
16. Use hand pallet jack to move pallets with food and lift boxes of food as necessary.
17. Ensure pantry is well-stocked, with food neatly stored by category.
18. Pack food, including fresh produce, for distribution.
19. Mop floors, wipe surfaces, and other cleaning as required in between regularly scheduled contactor cleanings.
20. Foster trusting relationships with clients.
21. Maintain positive relationships with the FREC and with other community members and organizations.
22. Work with building security team to maintain best practices for safety.
23. Maintain a work schedule that includes Thursday evenings and as well as day shifts on Tuesdays, Wednesdays, Thursdays and Saturdays.
24. Demonstrate and support the Gleaners mission, vision and values throughout all professional responsibilities and activities.
25. Other duties as assigned.

Scope of Position

Budgetary Responsibility:	None
Personnel Responsibility:	Low
Access to Confidential Info:	High
Supervisory responsibility:	Low
Customer Contact:	Donors: Low Volunteers: High Partner Agencies: high Outside Vendors: Low

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 may be made to enable individuals with disabilities to perform the essential functions.*

Education/Experience

- Fluent in oral and written Spanish – required
- Bachelor's degree in related field preferred, but not required.
- Demonstrated ability to manage multiple projects/tasks concurrently.
- Strong attention to detail.
- Ability to take initiative and exercise sound judgement.
- Strong interpersonal skills and experience providing customer service and support.
- Demonstrated ability to work collaboratively and build relationships.
- Demonstrated flexibility and composure in a fast-paced environment, and a willingness to learn and adapt.
- Ability to work with diverse populations.
- Ability to work as part of a team and independently.
- Requires reliable transportation.

Language Ability

Must be fluent in oral and written Spanish. Excellent verbal and written communication skills.

Math Ability

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability

Ability to understand and carry out instructions furnished in written, oral, or diagram form.

Computer Skills

Strong computer skills, with proficiency in Microsoft Office Suite of products.

Equipment

The position requires operation of standard office equipment including but not limited to: Personal computer, printer, photocopy machine, cellphone and pallet Jacks.

Work Environment

The standard office environment is an office setting with fluorescent lighting and temperature and humidity controlled by air conditioning and heating. The noise level in the standard office environment is usually low. There is also a significant amount of time spent exposed to outdoor environment in all weather conditions.

Physical Demands

The employee must occasionally lift and/or move up to 40 pounds. While performing the duties of this job, the employee is frequently required to speak, hear and use hands. Moderate amounts of walking as well as long periods of walking or standing are required.