



Job Title: Fresh! Operations Specialist

Reports To: Fresh! Operations Manager

FLSA Status: Non-Exempt

Last Update 02/15/2025

Position Summary:

The **Operations Specialist** is responsible for coordinating the operation and inventory activities of the 8 Mile Fresh! location. This innovative, new, dedicated operation will provide unprecedented retail grocery-like access for food-insecure consumers in Warren and Detroit to fresh produce, milk, eggs in a retail grocery-like experience via three shopping models – in-market, curbside pickup and refrigerated lockers.

Essential Duties and Responsibilities:

- Performs all duties related to loading, unloading, and transfer of incoming and outgoing products, including but not limited to: stocking product, accepting and examining incoming product for accuracy and ensuring product conditions meet organizational quality standards.
- Secure legible notations from transportation companies regarding damages or discrepancies as needed.
- Participate in the development, implementation, and maintenance of a sanitation and food safety program to ensure compliance with AIB, USDA, FDA, State and local health codes. Follow safety regulations relating to OSHA or other organizational-related regulations.
- Rotate inventory items within the facility according to organizational policy and advise management when deviations in movement occur.
- Maintain facility in a clean, organized and safe manner by sweeping, disposing of unnecessary debris, as well as handling all required product recycling.
- Ensure volunteer experience is organized, efficient, meaningful, and engaging for volunteers.
- Ensure a safe work environment is maintained for volunteers and communicate safety requirements to volunteers, including adherence to food safety standards.
- Maintain systems to ensure and check volunteer work quality control.
- Manage all upkeep of facility equipment and notify management immediately of needed repair/service.
- Perform event set-up and tear down.
- Promote a positive work environment where team members feel empowered, engaged, and connected to Gleaners' mission and strategic plan.
- Demonstrate and support the Gleaners' mission, vision and values throughout all responsibilities and activities.
- Foster a culture of professionalism, team cohesion and accountability.
- Support open and transparent communication
- Other duties as assigned.

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

Education & Experience:

- Bachelor's degree in related field preferred.
- Minimum two years' warehouse operations, retail or volunteer experience required.
- Experience and passion for working with diverse populations.
- Ability to work both independently and collaboratively with a team.
- Strong organizational skills and demonstrated ability to multi-task.

Required Skills/Abilities:

- Basic math skills.
- Attention to detail.
- Critical thinking skills.
- Self-independence and motivation.
- Punctual and able to manage time efficiently.
- Strong reading, oral and written communication skills.
- Able to consistently follow instructions and ask for assistance if needed.
- Ability to understand and carry out instructions furnished in written, oral, or diagram form.
- Ability to communicate effectively with customers, donors, volunteers, partner agencies, and/or the general public.

Technology Skills/Abilities:

- Familiarity with computerized inventory system.
- Familiarity with virtual meeting platforms (Teams, Zoom, etc.)
- Proficient with Microsoft Office 365; specifically, employees are required to use Outlook as well as Excel, Word, and PowerPoint used regularly to perform the duties of this job.
- Ability to operate a pallet jack, hi-lo, pallet wrapper and other industrial machines.

Physical Requirements:

- Able to lift 50 - 70 pounds at a time.
- Able to stand for extended periods of time.

Work Environment:

- Exposure to regulated temperatures in the coolers, freezer and warehouse is frequent, where the noise level in the work environment is usually moderate.
- Moderate amounts of walking as well as long periods of sitting or standing are required.

Gleaners Community Food Bank is an Equal Opportunity Employer.

Gleaners Community Food Bank of Southeastern Michigan is committed to a diverse, equitable and inclusive environment where all team members, volunteers, leaders, board members, and guests feel respected and valued regardless of gender, age, race, ethnicity, national origin, sexual orientation, disability, education, or any other identity.

We are committed to being nondiscriminatory and providing equal opportunities for employment, volunteering, and advancement in all areas of our work.

We respect the value that diverse life experiences bring to our team, leadership, and board. We are committed to modeling diversity, equity, and inclusion and maintaining fair and equal treatment for all.

Acknowledgement

This job description does not list all duties of the job. Employees may be asked by management to perform other duties as needed. The Company reserves the right to revise this job description at any time. This job description is not a contract for employment and does not infringe upon the Company's at will employment status.

Employee Signature: _____ Date: _____