



Job Description

Position Title:	Warehouse Associate Full Time Position
FLSA Status:	Non-Exempt
Salary Grade:	8
Department:	Operations
Location:	Salem Facility
Supervisor:	Vice President of Operations & Logistics
Supervises:	None
Revised Date:	3/9/18

Position Purpose:

The Warehouse Associate will support the mission of Feeding America Southwest Virginia by providing direct support in the daily operation of the warehouse including all duties related to shipping, receiving of food, warehouse maintenance, inventory control, food storage safety and distribution of products to agencies. Operate and maintain MHE vehicles according to procedure. Work and support the Operations Team to ensure a good team dynamic and warehouse operations.

Position Essential Functions and Responsibilities:

To be successful in this role, an individual must be able to perform in a satisfactory manner the functions or responsibilities listed below.

Position Responsibility (Expected Work):

1. As a Warehouse Associate, he/she will demonstrate a professional demeanor in interactions with all FASWVA staff, agencies, program representatives and government officials in providing direct support in ensuring a compliant safe facility and environment.
 - Keep informed and consistently practice the policies and procedures of Feeding America Southwest Virginia, Feeding America national office, USDA, FDA and government regulations pertaining to food handling, storage, sanitation and disposal.
 - Ensure that maintenance of the warehouse, equipment, grounds, vehicles, sanitation, pest control, fire prevention and safety procedures are followed.
 - Possess knowledge of Feeding America Southwest Virginia and all programs.
 - Complete ServSafe training within the first six months of employment and keep current.
 - Complete forklift certification per Federal and State regulations.

2. The Warehouse Associate reports directly to the Vice President of Operations and Logistics and is responsible in supporting warehouse operations.
 - Ensure all safety and product handling rules are maintained for the mutual protection of staff, visitors, volunteers and agencies.
 - Restock selection floor daily as required to provide adequate product mix and quantities are available to agencies.
 - Conduct random inspection of storage boxes in support of food safety goals.
 - Maintain weekly product damage/loss log for input and adjustment to the Perpetual Inventory Software.
 - Maintain accessible passage to all fire exits.
 - Maintain selection floor cleanliness per AIB Audit best practices.

Facility Operations:

- Maintain procedures in receiving and shipping product to and from the Food Bank including

- loading, unloading truck and storage of product according to established procedures.
 - Process Agency orders including reading orders, checking orders for accuracy and packing orders.
 - Accurately tag pallets with codes, cases and weights.
 - Assist in directing flow of product in warehouse.
 - Monitors first in/first out system on date-coded products.
 - Serves as backup in other areas as required.
 - Assist in maintaining the restocking of the pull-floor.
 - Assist the Quality Assurance Department with product handling and storage.
 - Assist with local Food Drives and special events related to area of responsibility.
 - Pickup and delivery of product using Food Bank vehicles.
 - Serves as backup in other areas as required.
3. Maintains and follows effective processes for office communications and administrative procedures.
- Document and record movement of product according to established procedures.
 - Assist in updating departmental SOP's.
4. In working as a contact for the organization, demonstrates a professional demeanor in all interactions with member partners, visitors, volunteers, donors and the general public.
- Visitors should be handled professionally and promptly.
 - Deal effectively with a variety of personalities and situations requiring tact, judgment and resolution.
 - Develop strong customer service skills in effectively dealing with the public.
 - Develop communications skills with co-workers to understand and articulate the need for support.

Diversity:

Demonstrate a core value of diversity by modeling and ensuring diversity and cultural competency (respect, inclusiveness, reflecting, valuing and welcoming of cultural differences) in all position responsibilities regardless of age, color, disability, gender, gender identity or expression, social class, marital status, national origin, race, ethnicity, religion, sexual orientation, veteran's status, nationality, age, language, origin or employment status.

Other functions:

- Promote a cooperative spirit within the organization and among internal and external participants.
- Perform other duties as assigned by the Vice President of Operations and Logistics, Senior VP of Business Affairs and the President and CEO.

Interface: Responsible in maintaining positive relationships.

- Interactions with member agencies, the general public, vendors, donors and key contacts.

Minimum Skills and Qualifications required to capably performing in the position.

Training, Education and Experience:

- High School Graduate or equivalent.

Experience:

- One year experience in the operation of warehouse equipment according to established safety regulations proven by MHE certification card and/or review by FASWVA certified MHE trainer required.
- 1-2 years of strong customer service experience preferred.

Knowledge, Skills and Abilities:

- Familiarity with food products, storage and handling requirements preferred.
- Excellent organizational skills with ability to handle multiple tasks.
- Ability to lift up to 50 pounds repetitively. (Over 50 pounds requires assistance in lifting).
- Ability to work well with other staff members and volunteers.
- Able to work independently and to handle multiple priorities under minimal supervision.
- Must be able to understand instructions and effectively demonstrate quality results.
- Possess a willingness to learn.
- Able to meet deadlines.
- Excellent organizational skills.
- Required attention to detail.
- Limited occasional evening and weekend work required for special events.

Allowable Substitutions: Combination of education, experience, and/or training that provides the required knowledge and skills for the position may be considered in lieu of education and/or experience at the company's discretion.

Language Skills:

- Must have excellent written and verbal communication skills with demonstrated ability to communicate effectively and convey concepts in an understandable way.
- Ability to communicate effectively with all staff members.

Mathematical Skills:

- Ability to perform basic math functions.

Technical/Computer Skills:

- Proficiency preferred in the use of Microsoft Office Word, Excel and Outlook Software.
- Capable of learning and independently operating equipment required for the position including but not limited to multi-use copier, and phone system.

Other Skills and Abilities:

- Ability to maintain confidentiality at all times.
- Ability to work with people of diverse backgrounds.
- Must be reliable and dependable.
- Maintain compliance with established Food Bank directives, policies and external regulation.

Licenses and Certificates:

Valid Driver's License and own transportation to work required. Current forklift certification required within six months of employment. Maintain a safe driving record in driving company vehicles.

Team Commitment:

Considers the benefits and consequences to the team when taking action, openly shares ideas and information with others, effectively completes work activities with and through others, helps others achieve goals and complete work to meet the needs of the team and the organization. Criticizes actions, when necessary, not people and effectively negotiates win-win outcomes.

Flexibility:

Be willing to work overtime and mandatory days set forth by the organization on short-notice. Be willing to work flexible coverage as needed.

Physical Demands:

The demands described here are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the tasks outlined in this job description.

This position requires working primarily in an internal warehouse environment requiring working in hot and cold temperatures including lifting up to 50 pounds repetitively (Over 50 pounds requires assistance in lifting), walking, standing, bending, climbing, stooping, twisting, pulling and pushing. Occasionally, may be required to respond to organizational needs outside of normal working hours. Vision abilities required include close vision and the ability to adjust focus. With forklift traffic in the facility and product stacked and stored throughout, this position requires someone who is mobile and who can hear and watch for traffic and normal hazards of a warehouse environment. Conducts work in a fast paced and deadline driven environment.

Work Environment:

Feeding America Southwest Virginia is an equal opportunity employer and embraces a philosophy that recognizes and values diversity. Our goal is to attract, develop, retain and promote a talented diverse workforce in a culture where all employees will contribute to their fullest potential. This description provides information regarding the essential function of the designated job, and the general nature and level of work associated with the job. It should not be interpreted to describe all the duties whose performance may be required of such employees or be used to limit the nature and extent of assignments the individual may be given. This job description is not an employment agreement or contract.

I understand the requirements of the job.

Employee: _____ Date: _____
(Please print name) (Employee Signature)

Supervisor: _____ Date: _____
(Please print name) (Supervisor Signature)

