



Food Bank Community Worker

Classification: Non-exempt
Status: Full-time
Reports to: Director of Food Bank Services
Location: 9385 Gerwig Lane

JOB DESCRIPTION:

Summary/Objective:

This position provides services to individuals and families in need of food and to Food Pantries which provide direct services to families and individuals. The Community Worker picks up donated food and purchased food, stores it and distributes it to persons through the internal Pantry operation and community partners. The incumbent is the agency's direct contact with the general public in providing emergency food service by interacting with donor businesses and individuals to receive donated foods, the staff of Pantries that partner with the agency, and with the individuals who come to the Food Bank to receive services.

Essential Functions:

- Operates a box truck to transport food products donated and/or purchased by the Agency to the Food Bank.
- Responsible for the proper storage of food products in a safe and secure manner consistent with health regulations.
- Stock shelves, rotates food products and maintains product inventory.
- Receives and counts stock items, and records data manually or using computer.
- Maintains the Food Bank facility in a manner consistent with licensing requirements of the Health Department.
- Distributes TEFAP foods to the Food Pantry partners.
- Assists client eligibility determinations and questions.
- Manages the internal Pantry operation to distribute food products to eligible individuals.
- May assist with volunteer groups as designated
- May be required to use your own personal vehicle to attend outreach events.
- Be a positive role model by maintaining the highest level of professional and ethical behavior throughout your interactions with both internal and external customers. Uses technology for the completion of specified job duties.
- Attends work regularly per assigned work schedule and in accordance with Agency policy.
- Attends and participates with in-service training, staff meetings and other activities to facilitate professional development.
- Works cooperatively with others including all staff, supervisors, administrators, co-workers, community professionals, clients, vendors and the public.
- Follows instructions and abides by Agency policies and procedures.
- Assumes other duties, responsibilities and special projects as needed

Secondary Functions:

- Works cooperatively and effectively with Agency volunteers maximizing the volunteers' experience while meeting the needs of the programs.

Education, Experience and Knowledge:

- High School or equivalent
- Ability to pass the D.O.T. annual medical exam

- Valid Maryland Driver's License
- Pallet Jack experience helpful

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- ✓ Ability to work in an office environment.
- ✓ Ability in work in a warehouse environment.
- ✓ Ability to communicate on the telephone.
- ✓ Ability to stand for long periods of time.
- ✓ Ability to walk up and down stairs.
- ✓ Ability to lift over 50 lbs.
- ✓ Ability to bend, lift and carry.
- ✓ Must be able to maintain a safe environment for up to 30 people. This includes, but is not limited to the physical ability to evacuate students and clients during disaster drills and emergency situations.
- ✓ Full awareness of environmental stimuli
- ✓ Full range of motion above the head.
- ✓ Ability to use computer.
- ✓ Ability to operate a motor vehicle.

Abilities and Skills:

- ✓ Effective decision-making and problem solving skills.
- ✓ Must be organized, flexible and dedicated to quality service delivery.
- ✓ Ability to work independently and collaboratively with others.
- ✓ Ability to prioritize and manage multiple tasks effectively.
- ✓ Ability to complete tasks with numerous interruptions.
- ✓ Ability to work with little to no direct supervision.
- ✓ Demonstrate integrity and ethical standards in job performance.
- ✓ Ability to work with sensitive information and maintain a high degree of confidentiality.
- ✓ Ability to demonstrate compassion and respect for persons with economic challenges.
- ✓ Ability to read, writes, comprehend and speak English.
- ✓ Knowledge of governmental benefits, community programs and other resources with ability to access same for the clients.

AAP/EEO Statement:

Community Action Council of Howard County is an equal opportunity employer.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

NOTE: At the discretion of the Personnel Officer, additional related experience and/or education may be substituted in lieu of the requirements specified above under Education and Experience.

Employee Signature

Date