



River City Food Bank Job Description

Employee's Name:

Job Title: Operations Assistant

Department: Operations

Reports To: Operations Director

FLSA Status: Non-Exempt

Prepared By: HRtoGO

Prepared Date: October 2024

Summary: Responsible for assisting in all areas of River City Food Bank's programs and operations. Understands and implements the mission of River City Food Bank (RCFB) and the goals established by RCFB's Board of Directors, as directed by the Executive Director under the supervision of the Operations Director.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

Operations

- Receives food donations from Grocer's Feed the Hungry (GFTH) partners, food drive participants, and other agencies as assigned.
- Responsible for safely unloading, sorting, and organizing food (and other) donations.
- Maintains excellent relationships with all partner agencies.
- Delivers items for food drives, including barrels, posters and other programs as required.
- Ensures that all weights of incoming and outgoing donations and daily food distributions are accurately recorded.
- Submits all GFTH weight data and reports daily.
- Works with Operations Coordinator in maintaining clean, safe, and organized site.
- Assists with inventory maintenance and rotates stock in accordance with FIFO (First IN, First Out).
- Helps with TEFAP deliveries, ensures product is put away safely and efficiently in an organized manner.
- Maintains competence with all aspects of client services and provide coverage when necessary.
- Completes opening/closing checklists.
- Ensures food is handled and stored safely in compliance with USDA standards and best food handling practices.
- Works with other team members to identify and implement efficiencies to workflow and overall operations.
- Responsible for setting up and breaking down outdoor distribution.

Volunteer Assistance

- Provides support to all volunteers as needed.



- Assists Volunteer Coordinator with training volunteers and answering questions regarding duties and assignments.
- Notifies Volunteer Coordinator of any volunteer needs.
- Provides volunteers with safe working environment and report any potential problems to Operations Coordinator.

Program Assistance

- Provides assistance for all RCFB's programs including travel, assembly, loading, unloading, and distribution and clean up.
- Oversees and support volunteers to ensure program bags/pallets are properly assembled and stored.
- Maintains excellent communication and relationships with program contacts and volunteers, and other staff members.
- Notifies Operations Director of any issues that may affect scheduled pick-up and drop-off times.
- Purchases items/supplies for programs as needed.

Equipment Management

- Reports vehicle needs and maintenance to Operations Director as soon as possible.
- Keeps truck/van maintenance records, and ensure vehicle is always in proper working order.
- Maintains cleanliness of vehicle.
- Maintains driving logbook for mileage and fuel.
- Inspects truck/van daily and ensure safety is a priority before and during travel.
- Responsible for operating forklift, pallet jacks and hand trucks. Training and certifications provided.
- Reports any equipment malfunctions or needs to Operations Coordinator.

Administration

- Provides daily reporting of statistical data to Operations Director.
- Participates in monthly staff meetings.
- Turns in all receipts in a timely manner.
- Makes copies of guest resources, intake paperwork, volunteer agreements, Civil Rights forms, etc.
- Listens to voicemail messages, relay to the appropriate staff member, and return calls as needed.
- Ensures all daily paperwork is completed accurately and filed in the correct place.
- Maintains credit card log for any purchases.
- Other duties as assigned.
- Regular, predictable attendance is required.
- Ability to get along and work effectively with others.

Supervisory Responsibilities: This job has no supervisory duties.



Measures of Performance: The Operations Assistant shall be considered to be performing in an acceptable manner when the following have been accomplished:

1. *Customer Service* - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
2. *Interpersonal Skills* - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
3. *Teamwork* - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Listens and responds constructively to other team members' ideas; Offers support for others' ideas and proposals; Is open with other team members about his/her concerns; Expresses disagreement constructively.
4. *Judgment* - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
5. *Professionalism* - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
6. *Quantity* - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
7. *Safety and Security* - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
8. *Adaptability* - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent changes, delays, or unexpected events.
9. *Attendance/Punctuality* - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
10. *Dependability* - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.



11. **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Identifies what needs to be done and takes action before being asked or the situation requires it; Does more than what is normally required in a situation; Seeks out others involved in a situation to learn their perspectives; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
12. **Thoroughness** - Sets up procedures to ensure high quality of work; Monitors the quality of work; Verifies information; Checks the accuracy of own and others work.

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 and/or Experience:

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills:

Level 3 - Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports, and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

Mathematical Skills:

Level 1 - Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability:

Level 3 - Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills: To perform this job successfully, an individual should have knowledge of Internet software and the Microsoft Office Suite of products. Knowledge of basic office equipment should include: Internet and email, copy and fax machines, copier and telephone.

Certificates, Licenses, Registrations: A current CA Class C driver's license and clean driving record from the Department of Motor Vehicles are required.

Other Qualifications:

- Respect, courtesy, and professionalism while dealing with various personalities, backgrounds, and beliefs.
- Dependable and strong work ethic



- Ability to adapt to change
- Maintains good work ethics and adherence to guidelines that have been established while leading others by example.
- Ensures that all communication and reporting is done timely, accurately, and professionally.
- Available to work weekdays and some weekends as needed – RCFB emergency food distributions take place Monday thru Saturday.
- Maintains confidentiality regarding all client information and exercise sound judgement.
- Commitment to RCFB's mission and core values.
- This position utilizes use of manual and electric pallet jack and forklift.

Physical and Emotional 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The inability to cope with a stressful work environment does not constitute a protected disability.

The employee is frequently required to sit; stand; walk; use hands to finger; handle; or feel; reach with hands and arms; climb or balance; stoop; kneel; crouch or crawl; and talk or hear. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually noisy.

Acknowledgements: I have reviewed and understand the above job description and believe it to be accurate and complete. I also understand that the company retains the right to change this job description at any time. I also understand that this job description is not a contract for work.

I certify that I possess all of the "Essential Requirements" of the job outlined herein, except as noted here (If none, so state): _____

I certify that I am fully capable (with or without a reasonable accommodation) of performing all of the essential functions documented herein, and I do not have a physical or mental disability that would jeopardize the health and or safety of my co-workers.

- ☐ I do not require an accommodation in order to perform the essential functions of this job as indicated in this job description.



☐ I require an accommodation in order to perform the essential function of this job as indicated on this job description. The accommodation I require is:

Employee's Signature

Date

Supervisor's Signature

Date

Compensation & Benefits

Starting salary of \$20/hour

Full-time benefits include:

- Health/dental insurance (available after 30 days)
- Paid Time Off (PTO) including select paid holidays
- 401(k) participation, as outlined in plan documents

To Apply: Please submit your cover letter and resume Jena Edoho, Operations Director at jedoho@rivercityfoodbank.org.

For more information visit: www.rivercityfoodbank.org