

## **Distribution Specialist (Bilingual)**

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Department: Agencies & Programs  
Reports To: Onsite Distribution Coordinator  
Status: FT, Hourly Non-Exempt, Flex

### **Job Summary**

The Distribution Specialist is responsible for executing Community Food Share's onsite direct distribution programs, including Feeding Families, The Emergency Food Assistance Program (TEFAP), the Agency Shop Floor, and Stop Gap Food Visits. The Distribution Specialist provides excellent customer service and assists participants and agency representatives throughout the day in both the Feeding Families and Agency shopping areas. This duty may include staging one or both areas with product, coordinating and directing volunteers in completion of their activities, and working with warehouse staff to maintain these areas. This position ensures that participants and visitors from partner agencies receive consistent and exceptional customer service.

### **Essential Responsibilities**

#### **Program Administration**

- Demonstrates exceptional interpersonal relationship skills with diverse participants.
- Prioritizes customer service, customer experience, cleanliness and presentation of shopping areas.
- Enforces program guidelines for participants, staff, and volunteers.
- Maintains appropriate inventory levels to ensure proper product rotation and distribution, and to minimize waste and provide equitable amounts of food to participants.
- Manages limits signs, spearheads the implementation of nudges, and encourages healthy food choices on both shopping floors.
- Coordinates, directs and trains volunteers as needed to assist with operations in the warehouse, including safe food handling processes and procedures. Communicates volunteer needs and concerns with Volunteer Department.
- Follows and enforces established safety guidelines to ensure the safety of co-workers, volunteers and visitors.
- Collaborates with other warehouse staff to successfully coordinate the distribution of product and assists in general warehouse cleaning and maintenance.
- Works closely with Onsite Distribution Coordinator to monitor and manage inventory.
- Follows safe food handling procedures.
- Makes recommendations to the Onsite Distribution Coordinator to improve the present distribution system.
- Completes Primarius (inventory system) orders, transfers, and credit memos correctly and in a timely manner, under the direction of the Onsite Distribution Coordinator.
- Collaborates with the Participant Services Specialist to post relevant recipes and healthy choices signage.
- Executes initial and ongoing training of all Pantry Assistant volunteers. Acts as the first point of contact for Pantry Assistant volunteers; welcoming, onboarding and training them on volunteer responsibilities and tasks as they relate to each shopping area.

## Program Operations and Support

- Performs administrative tasks and general office duties for the Programs Department which may include updating documents, data entry, photocopying, filing, and other light clerical work.
- Demonstrates safety in use of manual/electric pallet jacks and other warehouse equipment
- Ensures execution and maintenance of all physical aspects of the distribution sites to ensure safe, effective and efficient distribution.
- Assists with Boulder County Connect (BCC) data entry for the Feeding Families program, and other programs as assigned.
- Supports Programs Manager with community outreach and events as needed. Able to speak about Community Food Share distribution programs proficiently.
- Performs other duties when needed to support the entire effort of the Operations Department and/or Community Food Share. Supports the Director of Community Collaboration, Programs Manager, Agency Relations Manager, Research & Special Projects Manager, Onsite Distribution Coordinator and Participant Services Specialist as assigned.

## Travel

- Travel locally in service area may be required, as well as occasional overnight travel for events and conferences.
- Travel to and from Mobile Pantry and Elder Share operations may be required.

*The above is a fair representation of the duties and responsibilities for this position but is not meant to be all inclusive. Other duties may from time to time be assigned at the discretion of the Onsite Distribution Coordinator and/or the Programs Manager.*

## Qualifications & Skills

Alignment with Community Food Share's mission and a compassionate appreciation for hunger issues are essential to the successful performance of all responsibilities. The requirements listed below are representative of the knowledge, skills, and/or abilities required to successfully perform the essential functions of this job:

### Education and Experience

- Associate's degree or Bachelor's degree in business, management, distribution, or other related field of study. Significant experience may be a substitute for education.
- Three to five years' experience and/or training in a retail or warehouse environment. Experience with customer service strongly preferred.
- **Fluency in Spanish and English is required.**
- Must possess a valid Colorado Drivers' license and maintain a good driving record and acceptable MVR.

### Skills and Abilities

- Ability to use tech and computers to advantage.
- Planning and staging product.
- Ability to keep up in a fast-paced, physically demanding environment.
- Ability to communicate effectively and professionally with participants, volunteers and other employees.
- Ability to complete forms and write routine reports.
- Competent data entry skills and database management skills.
- Ability to understand warehousing logistics, inventory, and work flow.
- Basic math competency is a must.
- Highly defined organizational and time management skills.
- Ability to multi-task, and work under pressure.
- Ability to speak in Spanish and English is required.

## Knowledge

- Successfully completes safe food handling training (ServSafe).
- Knowledge of *ECCA Primarius* Inventory Control Software.
- Knowledge of Boulder County Connect (BCC) database.
- Knowledge of Microsoft Office Suite, including Outlook, Excel, Word and PowerPoint.
- Training on warehouse equipment and trucks.
- Aware of OSHA, AIB and Feeding America rules and regulations.
- Knowledge of CFS Safety Rules.
- Inventory control and management techniques.

## Behaviors

- Personable.
- Flexible and adaptable.
- Attentive to detail.
- Commitment to and passionate about the organization's mission and vision; persuasive and tactful communicator.
- Delivers a message without agenda.
- Uses good judgment and discretion.
- Possesses strong ethical character.
- Works cooperatively and effectively with other CFS staff and volunteers in a collaborative environment.
- Self-reliant, good problem solver, results oriented.
- Provides excellent customer service to internal and external stakeholders.
- Gives and receives feedback in a respectful and productive way.
- Represents CFS in a professional manner at all times under a variety of conditions.
- Works independently with minimal supervision.
- Maintains safety as a priority at all times.
- Manages conflict.
- Seeks additional personal and professional development.

## Physical Demands

While performing the duties of this job, the employee is regularly required to sit, stand, bend, kneel, push, pull, stoop, climb ladders, balance, walk for extended periods of time; use hands to finger, grasp, carry, handle, or feel; reach with hands and arms above the shoulder; be able to taste and smell; and hear with or without aid. The employee may lift, leverage, and/or move up to 50 pounds repetitively. Some light travel with mobile pantry operations, or other business related needs could be required. Specific vision abilities required by this job include close vision, peripheral vision, depth perception and distance vision.

The physical demands described here are representative of those to be met by an employee to successfully perform the essential functions of this job. This listing may not cover all conditions an employee may encounter in the performance of the essential functions of this position.

## Interpersonal Skills

Alternative or combined skills in understanding, counseling, and/or influencing people are important in achieving organizational objectives, causing action, understanding others, or changing behavior. Skills of persuasiveness, influence or assertiveness, sensitivity to the point of view of others, as well as generational and cultural competency and awareness are requisite to success in this position.

## Work Environment

Community Food Share operates in a working warehouse environment. The majority of these duties (a minimum of 85% of the employee's time) may be performed within the warehouse setting, where standing, carrying, pushing, pulling, and walking for long periods of time may be expected. While performing some of

the duties of this job, the employee may be exposed to wet and/or humid conditions and moving equipment. The employee may be exposed to high, precarious places; outside weather conditions; and extreme cold in the walk-ins. The noise level in the work environment is usually moderate but may be loud with machinery and equipment in operation. About 15% of the duties of this position may be performed in an office setting, where the employee could be required to sit for long periods and operate computer and telephone equipment. Travelling to and from mobile pantry sites, or for other business-related needs, may or may not be in company vehicles.

The work environment characteristics described above are representative of those an employee encounters while performing the essential functions of this job. This listing may not cover all aspects of the warehouse/office environment which an employee performing the essential functions of this position could encounter.

Reasonable accommodations may be made to enable qualified individuals to perform the essential functions of this position.

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Pay for this position starts at \$15.50/hour.

For the right person, we offer competitive pay and great benefits,

- 20 days paid time off annually
- 9 paid Holidays annually
- 95% paid health insurance
- 100% paid dental insurance, life and disability insurance
- Matched Simple IRA

To apply for this position, please send a resume and cover letter via email to [careers@communityfoodshare.org](mailto:careers@communityfoodshare.org)