

Driver/Warehouse Associate

Department: Operations
Reports To: Operations Manager
Status: Non-Exempt, Hourly

Job Summary

The Driver/Warehouse Associate is an essential member of the Operations team. Drivers are assigned regular routes and client donors to visit on a daily basis. Each driver is responsible for ensuring that their clients receive consistently excellent customer service and respectful feedback. In the warehouse, Associates assist with all duties required to maintain the warehouse physical plant, and manage and control inventory. The Driver/Warehouse Associate is the most important point of contact for many of our donors. The Driver/Warehouse Associate must have open availability 7:00 AM-5:00 PM during the work week to perform the duties of this position and be able to attend all necessary meetings and events. Occasional weekend availability required.

Essential Responsibilities

Driving

- Drives truck to collect and/or deliver food and related products to donors' and agencies' places of business.
- Follows prescribed route and makes special stops as directed. Routes are subject to change and reassignment among drivers at any time.
- Loads and unloads truck; follows pick list/customer order forms.
- Packages and secures cargo for safe transit.
- Preps the truck, and organizes items with efficiency in mind.
- Communicates with dispatcher for instructions as directed.
- Records receipt information on prescribed forms.
- Maintains positive relationships with constituency, becoming familiar with the stores and agencies and their employees' needs and schedules.
- Informs regular agency customers of new offerings.
- Solicits new items from existing donors.
- Listens to and reports service complaints without adding to or embellishing the message.
- Cleans and performs routine maintenance on truck.
- Performs inspections and keeps daily maintenance logs.
- Reports all vehicle problems or repairs needed.
- Performs emergency roadside repairs when possible, as training and safety permits, and only when authorized by Director of Operations.
- Maintains adequate fuel levels using authorized vendors.
- Follows safety procedures (food handling, personal safety, safety of others, vehicle and equipment safety).
- Trains and oversees volunteer driver assistants.

Warehouse Operations

- Maintains clean dock and loading area, assisting in all warehouse cleaning initiatives.
- Completes paperwork related to pre-trip inspections, inbound inspections, product inspections, and cleaning logs in accordance with AIB and Feeding America Audit standards.

- Operates warehouse equipment.
- Stocks, sorts and weighs food.
- Records and pulls client agency orders.
- Accurately records daily pickups into an Excel spreadsheet in a timely manner.
- Assists clients and volunteers in the warehouse.
- Assures that perishable food/produce is handled properly and punctually, as directed.
- May perform routine building maintenance tasks.
- Assists with event set up and tear down as requested.

Travel

- May drive for Mobile Pantry as a rotational or assigned driver.
- Travel locally in service area may be required, as well as occasional overnight travel for events and conferences.

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 Operations 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

- High school diploma or general education degree (GED) preferred.
- One to three years related experience and/or training.
- Box truck (24 ft. with lift gate) driving experience.
- Experience in the food/produce handling business preferred.
- Valid Colorado Driver's license, a good driving record and acceptable MVR.

Skills and Abilities

- Time Management - ability to organize and schedule a route to optimize time and travel distances.
- Excellent Customer Service skills.
- Safe driving skills.
- Power equipment operations.
- Prioritizing and managing time.
- Operate a 24 foot truck with lift gate, drive in adverse weather conditions, and negotiate narrow access areas.
- Ability to fill out forms and write routine reports.
- Basic computer skills, understanding of tech.

Knowledge

- Warehouse and CFS Safety Rules.
- MS Office Suite including knowledge of Excel, Word, PowerPoint and Outlook.
- Knowledge of Boulder and Broomfield counties.
- Safe food handling procedures – must be ServSafe Food Handler certified within 12 months of hire.
- Safely operates warehouse equipment (fork trucks, electric and manual pallet jacks, lift, scissors lift, cardboard baler, power washer, etc.)
- Successfully completes specialized training on warehouse equipment and trucks after hire.
- Read, write and speak English fluently.

Behaviors

- Personable.
- Flexible and adaptable.

- Attentive to detail.
- Commitment to and passionate about the organization's mission and vision; persuasive 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.

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 and consistently. 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.

Work Schedule

Generally, the work week is Monday through Friday 7:00 AM-3:30 PM; however, occasional weekends and evenings may be required to achieve the goals of the department.

Work Environment

Community Food Share operates in a working warehouse environment. The majority of these duties (a minimum of 90% of the employee's time) may be performed within the warehouse setting or at an offsite warehouse/retail 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 10% 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.

For the right person, Community Food Share offers a generous benefits package, and competitive pay.

Pay Starts at \$15.50/Hour

95% Employer Paid Health Insurance

100% Employer Paid Dental, Life and Disability Insurances

20 Paid Days Off Per Year

9 Paid Holidays Per Year

To apply, send a cover letter and resume to careers@communityfoodshare.org