

## Distribution Specialist

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

### Job Summary

The Distribution Specialist works as part of the team that coordinates Community Food Share's onsite direct distribution program and the Agency Shop Floor. 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.

**Safer at Home:** This position is defined as an essential position to the daily operations of Community Food Share. Community Food Share supports and follows the Boulder County Public Health Safer at Home orders currently (06/01/2020) in effect. Staff and volunteers are required to wear masks and maintain social distancing in all public areas and when serving participants and their families.

### 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, 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’s distribution programs proficiently.
- Performs other duties when needed to support the entire effort of Community Food Share.

### **Culture**

- Promotes collaboration and communication among all Community Food Share staff to ensure successful program implementation and ongoing program support.
- Considers the benefits and consequences to their peer 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.
- Ensures own work is accurate and timely, and operates with a culture of accountability while maintaining customer service to donors, participants, volunteers, and other stakeholders — external and internal — as a priority.

### **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**

- High school diploma or equivalent.
- Three to five years’ experience in business, management, distribution and/or training in a retail or warehouse environment preferred. 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.
- Must be able to wear Personal Protective Equipment (masks and gloves) for extended periods of time.

#### **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.

### 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 Community Food Share 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 Community Food Share 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 Community Food Share 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.

### 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, gender and cultural competency and awareness are requisite to success in this position.

### 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.

## Work Environment

Community Food Share operates in a working warehouse environment. The majority of these duties are 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. Additional duties 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.

**COVID-19 Protective Equipment Requirements:** Community Food Share is currently operating under a Safer at Home Policy as ordered by Boulder County. This policy requires that all staff operating in the warehouse environment are required to wear certain protective equipment including masks and gloves, as well as washing hands and sanitizing well used surfaces more frequently. This position has been determined as one requiring proper PPE at all times while working with the public, volunteers and other staff.

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 \$17/hour.

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

- 20 days paid time off annually
- 9 paid Holidays annually
- 95% employer paid health insurance
- 100% employer 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)