

Driver/Warehouse Associate

Department:	Operations
Reports To:	Director of Operations
Status:	Non-Exempt, Hourly
Pay Range:	\$19.00 - \$21.00 per hour

Job Summary

The Driver/Warehouse Associate (DWA) is an essential member of the Operations team. Drivers are assigned daily routes that consist of various grocery rescue pick-ups and partner agency deliveries. The DWA is the most important point of contact for many of our donors and partner agencies. Each driver is responsible for ensuring all donor and/or partner agencies receive steady, constant, and excellent customer service as well as respectful feedback when needed. When working in the warehouse, one must assist with all duties required to maintain the warehouse including but not limited to; loading/unloading of trucks, palletizing product, order creation/building, general cleaning tasks, and inventory control. The DWA must have open availability from 7 AM to 4 PM during the work week to perform the duties of this position and be able to attend all necessary meetings and events. Occasional weekend work and work outside of normal business hours may be required from time to time.

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 may occur at any time if needed.
- Covers other driver routes as directed by the Director of Operations.
- Loads and unloads truck; follows pick list/customer order forms. Use of lift gate is often necessary.
- Uses power equipment effectively and safely when needed to accomplish tasks.
- Packages and secures cargo for safe transit.
- Maintains proper temperature control for loads when necessary to ensure proper food safety handling.
- Prepares the truck and organizes items with efficiency in mind.
- Always maintains cleanliness and organization of inside and outside of truck. Food and occupational safety must always be of the utmost priority. Cleans and performs routine maintenance on truck.
- Performs inspections and keeps daily maintenance logs.
- Communicates with Director of Operations, Chief Operating Officer, and Food Resource & Compliance Manager for instructions as directed.
- Records receipt information on prescribed forms.
- Maintains positive relationships with the utmost respect, becoming familiar with the stores and agencies including their employees' needs and schedules.
- Ensures food donors are following food safety guidelines and proper temperature control when donating food.
- Informs regular agency customers of new food product offerings and Community Food Share policies.
- Solicits new items from existing donors. Offers data and observation of food donations when applicable.

- Listens to and reports service complaints without adding to or embellishing the message.
- Reports all vehicle problems or repairs needed.
- Performs emergency roadside repairs, when possible, as training and safety permits, and only when authorized by the 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 volunteers when necessary.

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 including forklifts, manual pallet jacks, scissor lifts, and electric pallet jacks.
- Assists with any shipping and receiving tasks as directed.
- Assists with food drive and food rescue pick-ups and drop offs as directed.
- Assists with local farms and garden deliveries and pick-ups as directed.
- Stocks, sorts, organizes, and weighs food.
- Records and pulls client agency orders.
- Accurately records daily pickups into an Excel spreadsheet in a timely manner when applicable.
- Assists clients and volunteers in the warehouse when needed.
- 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.

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 acting, 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

- May drive for Mobile Pantry as a rotational or assigned driver.
- May travel to CFS sponsored events and/or food drives.
- 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 Director of Operations or the Chief Operating Officer

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.
- CDL is not required.
- One to three years related driving and warehouse experience and/or training.
- Box truck (20 to 26 ft. with lift gate) driving experience.
- Experience in the food/produce handling business preferred. ServSafe knowledge is 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 20–26-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, Teams, 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 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.
- Always represents Community Food Share in a professional manner under a variety of conditions.
- Works independently with minimal supervision.
- Always maintains safety as a priority.

Interpersonal Skills

Alternative or combined skills in understanding, negotiating, and/or influencing people are important in achieving job objectives, causing action, collaborating with others, or changing behavior; and, skills of persuasiveness, influence, or assertiveness, as well as sensitivity to the point of view of others. Cultural competency, generational, gender and cultural sensitivity are recommended for 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 65 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.

Health Related Event Protocol

The Health-Related Event Protocol is in effect anytime required by federal, state, or local health orders, or as required by the organization for public safety.

Special Workplace Precautions: In accordance with CDC and Boulder County Public Health Department recommended health and wellness precautions, Community Food Share may implement the following:

1. Masks which properly cover the nose, mouth and chin are always required while inside the facility except while in private offices. Cubicles are not considered private offices.
2. 6-foot social distancing is required in all public and private areas of the facility.
3. Gatherings/meetings are limited to a size which allows for distancing within the space designated for this meeting.

Remote Work Eligibility: This position is classified as being ineligible for remote work as the essential duties of this position must be performed within the warehouse facility. (TEAM APPLE)

Vaccination: Community Food Share does not require proof of vaccination status. However, this position works directly with the public in the performance of core duties. Employees serving in public facing positions may be required to wear a mask and practice social distancing at certain mobile, donor, or agency facilities regardless of vaccination status. Further, vaccination status may be required by donor businesses, agencies, or other facilities. While this is not a requirement of Community Food Share, it may be a requirement of the donor business, agency, or facility where we perform our work. Those unable to comply with outside requirements, are required to speak directly with their supervisor or HR for assistance in this matter.

Work Environment

Community Food Share operates in a working warehouse environment. While performing 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.

The work environment characteristics described above are representative of those an employee encounters while performing the essential functions of this job.

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

The pay range for this position is \$19.00 to \$21.00 per hour depending on experience.

Community Food Share offers a rich suite of benefits for its full-time employees, including,

- 20 paid vacation days per year with annual rollover
- 10 paid Holidays
- 8 paid sick days per year with annual rollover
- 1 personal day per year
- 95% company paid health insurance
- 100% company paid dental insurance
- 100% company paid life and short-term disability insurance
- Voluntary vision insurance
- Matched SIMPLE IRA vested at 100% from day 1

Did we mention we have a **great** culture?

To apply for this position, please submit a current resume and cover letter detailing your qualifications and interest in this position to careers@communityfoodshare.org.