



Food Systems Pantry Assistant Job Description

Purpose:

Under direction of the Program Manager, this position is instrumental organizing food boxes and distributing emergency food to people in need while demonstrating excellent customer service at Tempe's largest Food Pantry.

Supervision Received and Exercised:

Receives supervision from the Food Systems Program Manager

Essential Functions:

Food Pantry Operations

- Receive and organize food and supplies
- Package food for distribution to clients
- Adhere to food safety handling standards and requirements
- Assist with the maintenance and cleanliness of the Pantry in keeping with safety standards
- Track the receipt of supplies and perform data entry
- Pick up, transport, and deliver donated food to the Pantry as needed
- Assist with front desk and client services when necessary
- Provide superior customer service including during busy periods and contentious customer interactions
- Delivery food as required to customers
- Work alongside and assist volunteers and volunteer groups
- Provide other assistance as needed

General Responsibilities

- Provide input and recommendations on opportunities for improvement
- Attend ongoing planning and training meetings with staff
- Attend work regularly per assigned work schedule and in accordance with Agency policy
- Follow instructions and abides by Agency policies and procedures

Qualifications/Experience

- Ability to demonstrate compassion and respect for persons with economic challenges
- Must be organized, flexible and dedicated to quality service delivery
- Ability to work independently and effectively with minimal supervision
- Excellent interpersonal skills to work effectively with others
- Ability to complete tasks with numerous interruptions
- Clear written and verbal communication skills
- Creative problem-solving abilities
- Ability to work with sensitive information and maintain a high degree of confidentiality
- Pallet jack experience helpful

Education:

High School Diploma.



License/Certifications:

- A valid AZ driver's license, auto insurance, vehicle for use on the job, and a clean driving record.

Additional Requirement:

- Food Handlers Card
- Ability to lift and transfer 50 lbs. or more
- Ability to stand for long periods of time

Status/Hours:

Full-Time up to 40 hours, flexible hours, including Saturdays and evenings
Schedule TBD

Tempe Community Action Agency is an Equal Opportunity employer