



Food Systems Assistant Job Description

Purpose:

Under the direction of the Program Managers, this position helps to pick up, the Food Assistance Program Assistant supports the daily operations of the Home Delivered Meals (HDM) and Food Pantry programs. This position assists with food preparation, packing, delivery support, pantry operations, and basic client interaction to help ensure individuals and families have access to nutritious food while maintaining safety, dignity, and quality service.

Supervision Received and Exercised:

Receives supervision from the Food Systems Program Manager

Essential Functions: Assigned to Food Pantry or HDM as operational needs require

Food Pantry Operations

- Assist with picking up, receiving, stocking, and organizing food and supplies.
- Receive and organize food and supplies.
- Package food for distribution to customers.
- Adhere to food safety handling standards and requirements.
- Assist with the maintenance and cleanliness of the Pantry in keeping with safety standards.
- Assist with front desk and client services when necessary.
- Provide superior customer service including during busy periods and contentious customer interactions.
- Deliver food as required to customers.
- Work alongside and assist volunteers and volunteer groups.
- Provide other tasks related to the position.

Home Delivered Meals Support

- Assist with receiving, assembling, and packaging prepared meals in compliance with food safety and health regulations
- Support meal delivery activities in assigned geographic areas as directed
- Assist with greeting meal participants and conducting brief wellness observations
- Help collect required delivery documentation and signatures
- Distribute menus, newsletters, and other program materials as needed
- Follow established safety and reporting protocols and notify supervisors of concerns
- Assist with cleaning kitchen areas, meal delivery bags, and food containers
- Support volunteers and assist with congregate meal services when needed

Qualifications/Experience

- Ability to drive a commercial refrigerated vehicle.
- 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 or ability to obtain after hiring.
- Ability to lift and transfer 50 lbs. or more.
- Ability to stand for long periods of time.

Status/Hours:

Part-time – 20-25 hours (mornings and/or late afternoon shifts)

Compensation:

\$15.50 - \$16.50 per hour based on experience plus mileage

Benefits: At TCAA, we believe that our employees are our greatest asset. To show our commitment to their well-being and professional growth, we offer a comprehensive benefits package designed to support and enhance work-life balance. Our key benefits and perks for most positions include, but aren't limited to:

- 14 paid holidays annually
- Accrued vacation and sick time that increases with tenure
- Employee Assistance Program
- Annual merit-based Increases
- Paid time off to volunteer
- Mileage Reimbursement
- Reimbursement of background clearance costs for entry-level positions

TCAA is committed to fostering, cultivating, and preserving a culture of diversity, equity and inclusion and an environment where every employee feels valued and empowered to bring their whole selves to work. The collective sum of the individual differences represents a significant part of our culture, reputation, and achievements. We believe that together, we can achieve greatness by embracing our differences and working collaboratively towards a common purpose.

We're eager to meet people that believe in our mission and can contribute to our team in a variety of ways - not just candidates who check all the boxes. We consider an equivalent combination of knowledge, skills, education, and experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role. We want people to feel comfortable expressing their true selves and to come, stay, and do their best work here.

TCAA is an Equal Opportunity Employer