

Job title: Food Pantry Assistant

Work Location: 452 Penn Street Pennsburg, PA 18073

Division/Department: Food Pantry

Reports to: Food Pantry Coordinator

Part-time

Nonexempt

Essential Duties and Responsibilities:

The Food Pantry Assistant is responsible for transporting food, picking up from grocery partners, food drives and other sources, entering items into SmartChoice Food Pantry Software, and providing customer service during food distribution and delivery. They support the Food Pantry Coordinator in maintaining the overall pantry function.

Customer Service

- Maintaining exemplary customer service to clients, donors, and volunteers of the organization
- Interacting with clients, answering questions, resolving issues as they arise
- Supporting staff and volunteers during food distribution when needed

Transportation:

- Delivering pantry items to senior communities
- Transporting food from various sources including retailers, other pantries, food drives and farms
- Safe handling of food while in transport
- Must be able to drive a transit van for food pick-up

Inventory Management:

- Along with pantry staff maintain and manage food inventory and pantry storage space:
 - Stocking shelves
 - Scanning/Inventorying product for distribution
 - Checking inventory for accuracy
 - Accepting donations with proper protocol
 - Sorting/Managing donations (dry goods and produce) for inventory

Functional Duties:

- Assist pantry staff with daily restock and pantry maintenance.
- Assist with rotation and distribution of food in a timely manner.
- Manage food pantry inventory using SmartChoice Food Pantry Software.
- Practicing all food safety measures for food handling
- Lift, stacking and moving cases of food to maintain pantry operation and space
- Perform related duties as assigned by supervisor
- Maintain compliance with all company policies and procedures

Education and/or Work Experience Requirements:

- Proficient verbal and written communication skills, including ability to effectively communicate with internal and external customers
- Computer proficiency (MS Office – Word, Excel and Outlook)
- Must be able to work in a fast-paced environment, while maintaining a positive attitude and providing exemplary customer service
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices
- High school diploma or GED required
- Valid Driver's License is required

Physical Requirements: Must be able to lift and carry up to 50 lbs.

Print Employee Name:

Employee Signature:

Date: