

Field Representative and Delivery Driver (CDL)

Second Harvest Food Bank CCL Position Description



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| DEPARTMENT: | Warehouse |
| REPORTS TO: | Warehouse Manager |
| WORK HOURS: | 40 |
| LOCATION: | Springfield, Ohio |
| FLSA STATUS: | Non-Exempt/Hourly |
| SUPERVISORY: | No |
| REVISION DATE: | May 2022 |

Position Summary:

The primary role of the driver position is to operate a variety of food bank box and pantry trucks to pick up donations, deliver to partner agencies, transport product to and from other food banks, and provide direct services to clients through mobile operations.

Essential Job Functions:

- Transportation of inbound and outbound freight.
- Maintains trucks by performing daily inspections, cleaning all spills immediately, and washing each truck at minimum once per month, including cargo box; Notify Warehouse Manager of maintenance issues for proper resolution.
- Pulls frozen and refrigerated product on day of delivery to maintain proper temperature.
- Maintains Food Safety standards by ensuring proper temperature in cargo box during delivery, running the Reefer unit as necessary.
- Assists members in off-loading product at delivery site, verify delivery quantities and items, ensuring proper signatures are obtained.
- Assists in operation of a mobile pantry.
- Participates in food bank events such as Post-Office Food Drive and Holiday Food Drive by delivering and retrieving barrels, signage and coin cans as necessary.
- Delivers commodity boxes to senior distribution sites.
- Responsible for maintaining excellent relationships with food donors, merchants and individuals, especially regarding customer service issues.
- Proper storage and treatment of all refrigerated and frozen products to reduce waste through proper handling and distribution.
- Assist in maintaining an accurate inventory at all times by effectively recording all poundage in or out of the building and providing timely and accurate bin changes.
- Maintain proper storage and treatment of all products per Safe Food Handlers guidelines.
- Maintain proper storage of cleaning supplies and tools.
- Provides excellent customer service, shows ability to resolve minor disputes.
- Forklift, electric and manual pallet jack operation consistent with OSHA requirements.

Reporting:

- Completes daily/monthly vehicle mileage log.
- Maintains and submit all receipts, bills of lading, etc. on daily basis as received.
- Accepts, records, weighs and accurately receipts delivery of donations.
- Submits date of delivery, description, expiration dates and accurate weights to Product Management Specialist.
- Provides feedback to Warehouse Manager on the retail pick up program.
- Accurately and timely completion of all deliveries to agencies.
- Reports any vehicle problems to the supervisor immediately.

Support of Agency Mission and Operations:

- Adhere to all Second Harvest Food Bank CLL policies and procedures.
- Complies with and meets departmental goals and objectives.
- Cross trained to other warehouse positions and food bank software.
- Assists with on-site distributions as needed.
- Assists as needed in warehouse team operational coverage.
- Attends meetings, presentations, and trainings as required.
- Learns, teaches, trains, and adheres to all Feeding America and AIB required standards.
- Receives and maintains ServSafe certification.
- Assists in warehouse organization and cleanliness.
- Assists in rapid recognition and resolution of general and food safety issues.
- Participates in AIB certification.
- Other duties as assigned.

Supervisory Responsibilities: None**Education and Certifications:**

- High School Diploma, 3-5 years of work experience
- Valid Ohio Driver's license with good driving record
- CDL A or B
- Meet the most current regulations stipulated by the Ohio Department of Transportation for commercial drivers such as annual physicals, drug screening, etc.
- OSHA required forklift certification, or ability to be certified

Skills, Qualifications and Experience:

- Ability to effectively manage numerous projects simultaneously and work independently.
- Ability to address conflict in a respectful manner.
- Ability to adequately respond to requests and demands in a timely manner and consistently follow through on projects and issues.
- Demonstrated skills in effective communication and listening.
- Demonstrated ability to record and provide written reports.
- Flexible, adaptable and responsive to change and modifying plans/strategies as needed to best meet the needs of those involved.
- Personal appearance that always reflects self-respect and professionalism.
- Valid state issued driver's license and proof of vehicle insurance.

Commitment to Service:

- Ability to work well with other staff in a collaborative effort to improve services, extend courtesy, friendliness, and overall respect to meet the needs of the organization.
- Personal integrity and awareness of ethical principles and a willingness to accept assignments involving flexible work hours.
- Will be available for times and events when evenings and weekends will be required to fulfill duties.
- Sensitivity to needs of neighbors and families served.

Work Environment: Typical office and warehouse environment, with regular exposure to excessive noise, adverse environmental issues, and cooler/freezer temperatures.

Physical Demands: Position requires physical exertion to sit, stand, walk, stoop, verbal, and written communication by phone or in person. Maximum unassisted lift 50 lbs., normal lift <40 lbs.

This job description is not designated to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time without notice.

Statement of Understanding:

I have read the above position description and the expectations of the position explained to me. By signing below, I indicate my understanding of what is required of me in this position. I agree to comply by all requirements of Second Harvest Food Bank CCL and Feeding America.

Employee signature below constitutes employee's understanding of the requirements, essential duties, and responsibilities of the position.

Employee Signature

Printed Name

Date

Supervisor Signature

Printed Name

Date