



Food Bank RGV

JOB DESCRIPTION

JOB TITLE:	Emergency Food Pantry Associate	DATE:	February 2024
DEPARTMENT:	25 Programs	WRITTEN BY:	Cynthia Alcocer-Garcia
CLASSIFICATION:	Non Exempt		
POSITION/HOURS:	Full Time *Some Weekends	REVIEWED BY:	CEOs

REPORTING RELATIONSHIPS

POSITION REPORTS TO: CEOs

POSITIONS SUPERVISED: None

JOB SUMMARY

The Emergency Food Pantry Associate plays a vital role in ensuring the efficient operation of the FBRGV's Emergency Food Pantry and the provision of essential services to individuals in need. This position involves assisting with the distribution of food items, organizing and stocking inventory, providing support to clients in need, and maintaining a clean, stocked, and organized pantry environment.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Greet clients in need of emergency assistance in a professional and courteous manner
- Provide information about pantry services, eligibility requirements, and operating hours to clients in a clear and helpful manner
- Provide courteous and respectful services to clients, maintaining confidentiality and dignity at all times
- Monitor inventory levels and restock shelves as needed to ensure an adequate supply of food items at all times
- Rotate stock and check expiration dates regularly to maintain the quality and safety of food items
- Adapt during disasters and or pandemic (have pre-made bags made to distribute)
- Work collaboratively with other staff members and volunteers to coordinate pantry operations
- Direct and supervise volunteer(s) in the Emergency Food Pantry, when applicable
- Prepare paperwork and documents needed
- Data entry of all clients in to Meal Connect, OASIS, and other approved software as assigned
- Maintain cleanliness and organization throughout the food pantry, including storage areas, shelves, coolers, freezer, and client waiting areas
- Ensure compliance with food safety regulations and sanitation standards, including proper handling and storage of perishable and non-perishable food items
- Complete regular cleaning tasks, such as sweeping, mopping, and sanitizing surfaces, to uphold a clean and safe environment for clients, staff, and volunteers
- Maintain operations by following policies and procedures
- Contribute to team effort by accomplishing related results as needed
- Perform additional duties as assigned by the CEOs.

QUALIFICATIONS

- Honesty, integrity, and commitment to fighting hunger in the Rio Grande Valley
- Must have clear understanding of and ability to articulate the mission of the FBRGV
- Equivalent to the completion of twelfth grade supplemented by specialized training in the building trades or a related field
- Ability to politely be firm and decisive. Good judgement and discretion
- Ability to work cooperatively with other staff, volunteers, and agency personnel
- Ability to manage time efficiently and to work independently with minimum supervision
- Knowledge of correct way to lift heavy items and physical ability to do so
- Understand and follow oral and written instructions
- Possession of a current Texas Class C driver's license and access to a personal vehicle. Must have a clean driving record for at least three years prior to employment
- Bilingual English/Spanish
- Customer service and professional phone skills
- Basic computer knowledge
- Ability to train others in various procedures
- Excellent communication skills, both written and verbal
- Ability to represent the Food Bank in a courteous professional manner
- Knowledge and experience with computers, Microsoft Office, etc.

EDUCATION/CERTIFICATION: High School Diploma, Associate's degree (preferred)

SKILLS/ABILITIES:

- Strong customer service skills and willingness to assist others.
- Able to communicate information clearly.
- Attentive to detail.
- Able to coordinate well with other departments and personnel.
- Ability to operate pallet jack and other warehouse equipment.

ADDITIONAL REQUIREMENTS OF THIS POSITION

REPETITIVE MOTIONS: Movements frequently and regularly required using the wrists, hands, and fingers. Bending, lifting, reaching, grabbing, pulling, pushing.

PHYSICAL STRENGTH: Heavy work; exerts up to 50 lbs. of force occasionally, and/or up to 15 lbs. frequently and 5 lbs. constantly.

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

Employee Signature (Employee has received a copy of Job Description): _____

Employee Name (Print): _____

Date: _____