

FOOD BANK OF THE ALBEMARLE
Job Description

Position Title: Customer Service/Receipting

Position: Full-time hourly

Schedule: M-F 8-5 p.m. some nights and weekends

Place in the organization:

- Reports to Director of Programs

Essential Requirements:

- Clearance through a North Carolina Criminal Record Check.
- Have a valid North Carolina Driver's License.
- All Employees must also adhere to "Drug and Alcohol Policy."
- Willingness to actively pursue appropriate professional development opportunities.
- Ability to work independently, as a team member and a member of management.

Qualifications: High school diploma/GED or equivalent work experience; prior experience in Customer Service/Supervisory role required; excellent oral and written communication skills; comfortable with public speaking; well organized; must be computer literate in an Office 365 environment; must have a working knowledge of Microsoft Office products; must have and maintain a valid North Carolina drivers license; must be able to prioritize the workflow. Able to work independently or in a team environment.

General Responsibilities: Manage the Food Bank's and Feeding America Policies as they relate to Agency Membership. This includes:

- Provide information to member agencies on food safety, nutrition education and other technical services, as needed, to all member agencies.
- Assist with implementation of strategic plan activities related to Agency Relations and Development of new member agencies in the under served counties.
- Participates in the production of the department newsletter, product alerts and other member agency communications on a regular basis.
- Manages Product list.
- Donor Receipts and Destruction Logs.
- Agency invoicing including Retail Donor Program invoicing
- Manage Orders including Product Purchase and TEFAP orders.
- Assist with developing reports and policies for the department.
- Represent the Food Bank at various functions and community meetings.
- Participate in staff meetings and strategic planning with the board of directors, and special events.
- Communicate with Agency Staff and Warehouse Operations as necessary on agency issues.
- Travel when necessary to other Food Bank's and Feeding America conferences.
- Compose letters, reports and brochures.
- And all other duties assigned.

Accountability:

This position is under the direct supervision of the Director of Programs and requires participation in weekly department meetings and full Food Bank of the Albemarle staff meetings. It also requires working closely with all other departments and staff.

The Food Bank of the Albemarle's relationship with the community from food donors to volunteers is one of high visibility and all staff must exercise a great deal of diplomacy and maintain a friendly and professional demeanor when dealing with these various groups.

Participate in staff meetings, strategic planning, travel to other Food Banks, travel for training for conferences and special events.

This position will require some occasional evening and weekend hours.

This job description may be subject to modification to reflect changes in the requirements or functions of the position.

The Food Bank of the Albemarle is an equal opportunity employer.