



Job Title: Full Time Client Services & Order Fulfillment

Reports To: Operations Manager/Program and Mission Manager

FLSA Status: Non-exempt

Hours: Approximately 35-40 hours per week, additional hours and potential overtime in November and December. Extended time off in November and December is not permitted.

Schedule: To be determined, availability on Saturdays is required.

Pay: \$15.50 an hour

Summary

A growing, progressive, and inclusive non-profit seeks a new team member to support increasing demand for our services. This position is a combination of customer service, inventory processing, and order fulfillment. You are responsible for excellent customer service to our clients, volunteers, and internal and external partners. You will perform general warehouse duties including: inventory processing, assembly of food boxes, order fulfillment, and activity tracking/reporting. Please know that we have changed our processes and procedures due to COVID-19 to maintain social distancing and limit the number of authorized people in our facilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Be a team player, follow directions, be responsible, and commit to our mission to respectfully help those in immediate need of food and clothing.
- Professionally greet clients and fulfill their orders (currently in a no contact manor.) This may include verification of eligibility questions.
- Record manually, or into computer, data including client information, inventory used, and other information.
- Oversee daily opening and closing procedures for food box distribution.
- Work with the Operations Manager and Mission Manager making sure appropriate food is available and fulfilled to clients properly.
- Assist with inventory processes related to operations such as: receiving, sorting, pick and pack, labeling, and warehousing inventory.
- Assembly of emergency non-perishable food boxes and to go bags.
- Other duties as assigned.

This position has no staff supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must pass criminal background check.

- Sensitivity and ability to relate to people from diverse lifestyles and cultures.

EDUCATION and/or EXPERIENCE

- High school diploma or equivalent is required.
- Experience driving a forklift is strongly preferred.
- Experience with reporting and tracking activity and use of computer systems is preferred.
- Bilingual English/Spanish skills are preferred.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information to clients, and other employees of the organization. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

COMPUTER SKILLS

Must have basic computer job skills including logging on to systems, ability to communicate by email, ability to compose documents, enter database information, and download forms.

MATHEMATICAL SKILLS

Ability to use simple mathematics such as addition and subtraction.

REASONING ABILITY

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations. Ability to apply common sense understanding to carry our instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS:

N/A

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; frequently climb stairs, sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to balance and stoop, kneel, crouch, or crawl. The employee will move up to 50 pounds several time each day. Occasionally maneuver/or move up to 2000 pounds with the use of appropriate material movement equipment. Specific vision abilities required by this job include close vision, peripheral vision and depth perception.

To Apply

Submit cover letter and resume to jason.millenson@sunshinedivision.org