



Food Operations Coordinator

- ✓ Are you proud of your accuracy, organizational, and time management skills?
- ✓ Are you reliable?
- ✓ Do you have experience with Microsoft Office?

If you answered yes to these questions, you might be the right person for this position!

The Food Bank is looking for an administrative assistant to support the smooth functioning of our food warehouse.

In addition to a great work environment, we offer 14 days of paid vacation to start, 12 paid holidays, 10 paid sick days, excellent health and dental coverage, and a retirement plan with an employer match.

- The starting pay for this position is \$19.52/hour.
- We are currently located in Hatfield and we are moving to our new facility in Chicopee in the fall of 2023.
- To apply please send a resume and cover letter to jobs@foodbankwma.org so we can get to know you.

ESSENTIAL FUNCTIONS

- Responsible for order processing; direct service program order fulfillment, online orders, order adjustments, database picking, and confirming orders
- Enters data for order audits and reports any findings to the Warehouse Supervisor
- Runs operational reports as needed (i.e. confirmed order summary, schedule pickup, and delivery)
- Coordinates and schedules inbound load appointments
- Performs daily audit of donor receipts
- Performs a daily inventory of perishable items for the Delivery Supervisor
- Tracks missed deliveries and reports findings to Delivery Supervisor and Agency Relations department

- Coordinates, schedules, and tracks backhauls with guidance from Delivery Supervisor
- Responsible for IFTA fuel tax data input and communication to Director of Finance for payment
- Performs ongoing audits of AIB paperwork and reports findings to area owner
- With others, supports administrative file maintenance and communicates with other Food Bank departments as well as external parties as directed
- Provides general administrative support

OTHER RESPONSIBILITIES

- Provides support to Food Operations team
- Provides back up support for pre-receipting incoming loads
- Provides excerpts of data to colleagues as directed for compliance
- Assistance with special projects as needed

WORKING CONDITIONS

Onsite work is an office environment with certain tasks within a warehouse environment

JOB QUALIFICATIONS/REQUIREMENTS

- Education & Training – Associates Degree or equivalent with 2 years of experience in office administration and customer service
- Demonstrated high degree of accuracy while completing time-sensitive tasks
- Demonstrated skills in Microsoft Office 365, especially Word, Excel, and Outlook
- Excellent organizational skills with a demonstrated ability to handle multiple projects simultaneously and meet deadlines
- Excellent interpersonal and communication skills on the phone, via email, and in person
- Ability to work both independently and with a team in a diverse workplace
- Ability to learn new software
- Regular and reliable attendance

JOB PREFERENCES

- 3+ years in office administration and customer service
- Experience working for a mission-driven organization
- Experience and facility with Microsoft Teams and/or Zoom
- Excellent writing skills
- Experience working in a team environment

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