

FOOD BANK

OF WESTERN MASSACHUSETTS

TOGETHER, WE END HUNGER

Join us at our brand-new Chicopee Facility!

Our Warehouse Associates conduct daily warehouse operation-related tasks to distribute food to Food Bank member agencies and participate in the day-to-day housekeeping and organization of the warehouse.

Our warehouse team is key to our successful food distribution - we are proud of our work!

The Food Bank is an equal-opportunity employer that celebrates diversity and is committed to an inclusive environment for all its contracted workers, employees, and volunteers.

This position starts at \$19.65 per hour depending on experience and qualifications, with an additional \$1.50 differential for confirmed Spanish proficiency.

To apply, send a resume to jobs@foodbankwma.org

The Food Bank offers:

- Paid lunch
- 14 days of paid vacation to start
- 10 paid sick days
- 80% of health insurance premium is paid by the Food Bank - worth \$537-\$1,626 per month
- 50% of dental insurance premium is paid by the Food Bank
- We match up to 3% of retirement plan contributions after 6 months with us
- Yearly boot voucher provided

ESSENTIAL FUNCTIONS

- Perform functions for assigned area: agency pickups, agency shopping area, stocking, loading & unloading, and selecting.
- Must be punctual and have regular and reliable attendance.

SELECTING

- Pick orders according to order sheets, ensuring; accuracy, utilizing FIFO/FEFO, safety, and ensuring established pick volume target is met

- Pick, palletize, prepare, and load product safely and carefully to prevent product damage.
- Inform supervisor of any discrepancies of case quantity, product description, and/or product quality.

AGENCY PICKUP, MATERIAL HANDLING, STOCKING

- Release orders to member agency representatives in a professional manner; report no show agencies to Warehouse Supervisor.
- Work with the Warehouse Supervisor on products that need to be pushed through the agency pick up function.
- Provide excellent customer service to partners of The Food Bank through in person, phone, fax, and email communication.
- Prepare, load, and ship products – ensure proper labeling.
- Working with the receiver, pull and load orders for third party agency deliveries.
- Stock and restock products; ensuring organization, attached identification labels, and allergen compliance.

REPORTING & COMPLIANCE

- Ensure all paperwork is filled in completely, accurately, and timely for assigned function.
- Ensure pick sheet data is accurately entered into the warehouse management database.
- Perform order audits, as assigned.
- Perform pre-shift equipment inspections and documentation.
- Care for equipment by maintaining battery water levels, keeping it charged, and locked when not in use.
- Keep work area tidy by picking up debris including but not limited to scrap wood, paper, plastic wrappers, and broken pallets.
- Maintain food safety compliance inspections and paperwork.
- Maintain warehouse cleanliness according to AIB procedures, Feeding America standards, and industry regulations.
- Ensure assigned zones are cleaned and locked up at the end of every shift.

WORKING CONDITIONS

- Varying temperature zones (dry, refrigerated, frozen) in the warehouse can range from -10 to 95 degrees Fahrenheit.
- Workstations in a warehouse environment.
- Frequent high noise levels.
- Height related tasks.
- Pest mitigation tasks.
- Occasional outdoor work in all weather conditions.
- Concrete floors
- Exposure and operation of powered equipment within different temperature zones, at times for extended periods.

- Physical demands: standing, walking, driving, carrying, twisting, bending, swooping, twisting, & pushing/pulling. Lifting of objects weighing from 20-50 lbs consistently and up to 80 lbs. occasionally (medical exam required).

OTHER RESPONSIBILITIES

- Assist with Food Processing and Receiving function when needed.
- Collaborate with supervisor and appropriate Food Bank staff to accomplish organizational goals.
- Follow all division, food safety, food defense, and Food Bank policies and procedures.
- Make positive suggestions to improve our business processes and practices.
- Assist with training coworkers/temps on position specific and or division procedures, as needed.
- Perform other similar duties as required (by responsibility or necessity) or as requested by Supervisor.

JOB QUALIFICATIONS/ REQUIREMENTS

- Education & Training: GED or High School Diploma
- Experience – 6 months minimum experience in electric pallet jack operation and other material-handling equipment (i.e., forklift, electric walk-behind pallet jack).
- Safety toe shoes are required
- Ability to meet production standards set by the organization
- Ability to read and understand written and numeric product identifiers
- Ability to work overtime, nights, weekends on occasion if needed
- Working safely is a condition of employment at The Food Bank of Western Massachusetts

Other Skills

- Ability to work effectively in a diverse team environment
- Excellent customer service, communication, and listening skills
- Good computer and technology skills
- Unrestricted Class D Driver's License and good driving record
- Highly motivated flexible self-starter and team player with strong attention to detail and the ability to prioritize and multitask in a variable environment.

JOB PREFERENCES

- 1-3 years of warehouse experience
- 1-3 years' experience in data entry
- Demonstrated ability to use technology
- Experience with food industry and food safety

- Willingness to take CDL Class B training (paid by organization), when available
- Bi-lingual/bi-cultural in Spanish

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