FOOD BANK
OF WESTERN MASSACHUSETTS
TOGETHER, WE END HUNGER

Do you want to be part of a great team and make a difference in your community? Join us at the food bank!

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 salary range for this position is $17.09-$25.26/hour. The expected starting wage is $19.65-$20.02/hour, with an additional $1.50 differential for confirmed Spanish proficiency.

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

The Food Bank offers:

- **45-minute paid lunch**
- **Free electric vehicle charging for employees**
- **14 paid vacation days to start,** plus **11 paid holidays** and **one floating holiday!**
- **80% of health insurance premiums covered** - a value of **$695-$2,104 per month**
- **50% of dental insurance premiums covered**
- **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.
- 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.
- 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 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.
- 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.
- Frequent high noise levels.
- Height related tasks.
- Pest mitigation tasks.
- 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
- Bi-lingual/bi-cultural in Spanish

In accordance with federal law and U.S. Department of Agriculture Nondiscrimination Policy, this institution is an equal opportunity provider and prohibited from discriminating on the basis of race, color, national origin, sex, religion, age, disability, marital or familial status. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410, or call 202/720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.