



Job Title:	Warehouse Associate	Date:	February 12, 2019
Business Card Title:	Warehouse Associate	Written By:	L. Reynolds/J. Hanson
Position:	Full-Time	Reviewed By:	J Owens
Reports To:	Distribution Manager	Date Reviewed:	
Org Level 1:	Food Distribution	Revised Date:	February 21, 2020
Org Level 2:	Operations General	Revised by:	L. Reynolds/K. Davis
Org Level 3:	Operations		

Mission: *MANNA's mission is to involve, educate, and unite people in the work of ending hunger in Western North Carolina*
Vision: *A hunger-free Western North Carolina.*

Position Summary: Under the supervision of the Distribution Manager this position will have a dual role working approximately 28 hours in warehouse operations and 12 hours in the volunteer center. This position will be cross trained on multiple functions in order to provide a support role for multiple areas of MANNA's operations. While direct reporting for this position is to the Distribution Manager, this position will take regular direction from assigned department supervisors. While in operations, this position will perform functions such as: order picking, product put away and movement, loading and unloading of product, and general warehouse duties. While in the volunteer center, this position leads volunteers in the work of the Volunteer Center. He or She will train and oversee individuals and groups in the inspection, sorting, repacking and boxing of products to be distributed to our partner agencies in Western North Carolina. This position is responsible for safe product movement within the warehouse and other outside special projects and events. This position is responsible for adhering to AIB standards as well as standards set by Feeding America and MANNA FoodBank. This is a very hands-on, physical position.

Essential Duties and Responsibilities:

Warehouse Operations:

1. Assists in unloading incoming product through the Warehouse, Distribution, Reclaim, or other areas as assigned.
2. Assists in loading outgoing product for agency pickups including pallets from distribution, mobile deliveries, and shipment to other food banks and transfers to other MANNA storage/distribution sites, along with completion of related paperwork (order sheets, invoices and transfer sheets).
3. Responsible for product movement between buildings.
4. Assists Distribution staff with restock including daily perishable pulls

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Every MANNA FoodBank employee must subscribe to a Criminal background check and pre-employment drug testing. Valid Driver's License and clean driving record required.

MANNA embraces a philosophy that recognizes and values diversity. MANNA's goal is to attract, develop, retain and promote a talented and diverse workforce in a culture where all employees will contribute to their fullest potential. As the diverse workforce evolves, MANNA is dedicated to providing a respectful and dignified environment. MANNA is committed to the total inclusion and participation of all people. The celebration of diversity is an essential component in the way MANNA does business.



5. Responsible for the prep work of the Reclaim Center including loading and unloading boxes of product to and from scan lines, wrapping, weighing, recording of inventory and logistics of completed pallets.
6. Assists in product put-away in the warehouse

Volunteer Center:

7. Orient, train and monitor new and recurring volunteers on projects that happen in the Volunteer Center.
8. Provide basic hunger education talks/presentations including providing MANNA statistics to groups and individuals; engage with volunteers to answer questions or provide additional information relative to these topics.
9. Responsible for inspecting and processing salvage food and other items using Feeding America guidelines. Keeps log of Quality Control Inspections.
10. Monitors and keeps accurate records of code dates for use in product rescue.
11. Ensure that all recurring volunteers are checking in using our Volunteer software.
12. Effectively manages logistics within the warehouse including; loading and unloading of trucks, organization and cleanliness of warehouse for maximum output by volunteers.
13. Responsible for entering incoming product into the inventory system and maintaining accurate records.
14. Prepares trash totals for monthly inventory.

Overall:

15. Responsible for maintaining all areas according to AIB, Feeding America and MANNA FoodBank guidelines.
16. Assists in general warehouse maintenance & sanitation including (but not limited to): sweeping, mopping, cobwebbing, using floor scrubber.
17. Utilizes and maintains cleaning logs for assigned area.
18. Other duties as needed.

Qualifications:

- High school diploma or GED minimum educational requirement. Valid Driver's License/ no insurance points.
- Proficiency in computer operations including use of spreadsheets and word processing.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Excellent communication skills with the ability to interact with diverse populations of volunteers, staff, donors and agency representatives in a courteous and professional manner.
- Prior experience or proven ability to direct others in achieving the goals of the day-to-day operations.
- Must be able command the attention of groups, including children, in order to maintain a safe and productive work environment in the MANNA Warehouses and Volunteer Center.

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- Must be able to perform the physical expectations of the position including but not limited to; safely lift and transport product as necessary (frequently 50+lbs), operate appropriate load-handling equipment (forklift, reach trucks, and pallet jacks). Operate a manual pallet jack with loads in excess of 1,200lbs including pushing and pulling.

Additional Skills:

- Outstanding customer service abilities and a positive attitude.
- Comfortable in speaking in front of large groups and enjoys working with people.
- A desire to educate and inspire others in the mission of MANNA FoodBank.
- Strong analytical and problem solving skills.
- Prior experience working in a warehouse or with warehouse equipment is preferred.
- Knowledge of food bank operations is a plus

Working Conditions: This position works in a warehouse setting that can be at times, hot or cold depending on the season. The position requires the operation of appropriate load handling equipment (forklift, reach truck, and pallet jacks). This is a fast paced hands-on physical work environment. The noise level in the work environment is moderate to moderately loud within the Warehouse.

Physical Demands: The physical demands required are representative of those that must be met by the employee to successfully perform the essential functions of the job.

The physical demands of this position are very heavy work. This position requires exerting in excess of 100 pounds of force occasionally, and in excess of 50 pounds of force frequently, and in excess of 20 pounds of force constantly to move objects. This includes lifting/carrying weights in excess of 40lbs frequently and lifting up to 70-100lbs occasionally. Additionally, this position requires the operation of a manual pallet jacks with the ability to manage loads in excess of 1100lbs frequently. This includes pushing and pulling of product throughout the warehouse and loading and unloading vehicles. While performing job duties the employee is regularly required to use hands to finger, handle or feel; reach with hands and arms; and talk or hear. The employee is frequently required to stand; walk; and stoop, kneel, crouch, or crawl. The employee, while scanning, will use repetitive motion to accomplish objectives. The employee is occasionally required to sit and climb or balance. The employee must regularly lift and move objects as described above. Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

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Travel: Minimal, but routine travel may be required within the service area

Employee must provide proof of current, valid North Carolina driver's license with clean MVR and auto insurance

Schedule: Tuesday 12pm-8pm, Mon-Wed-Thurs-Fri 8am-4pm. Saturdays as needed.

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Acknowledgements for: Warehouse Associate at Manna FoodBank

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.

This description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervising manager/director.

This document does not create an employment contract, implied or otherwise, other than "at will" employment relationship.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

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