

## Program and Facilities Support Staff

**Overview of Position:** During client service hours, under general supervision: assist with registering, checking-in FOOD Pantry clients, assist and help with supervision of volunteers performing client services functions. During other times of the day: perform a wide variety of custodial and mid-level warehouse duties, in order to provide a clean, orderly and safe environment and perform related work, including, but not limited to, operation of forklift to unload donated and purchased food as required. Working with co-workers and volunteers to ensure the safe handling of food during transport and distribution. Contributing to a safe service environment through communication and problem solving when issues arise.

**Salary:** Range of \$13.00 - \$15.00 per hour dependent on experience.

**Schedule:** Monday, Tuesday, Wednesday – 8:30 AM – 4:30 PM,  
Thursday – 12:15 PM – 8:15 PM, Saturday – 8:30 AM – 11:30 AM.

**Summary of Agency:** The FOOD Pantry Serving Waukesha County is a non-profit agency which provides free food and other groceries to low-income registrants residing in Waukesha County.

### Responsibilities:

1. Assist Client Services staff with assigning volunteers to their stations at the food service line.
2. Help to ensure that adequate stock is available for distribution to clients.
3. Assist with registration of new clients.
4. Provide periodic oversight of the food service lines to answer volunteer and/or client questions; help to troubleshoot challenges as necessary.
5. Ensure that all foods are put away after client services have ended.
6. Assist with all facilities maintenance responsibilities, outdoor and indoor, as defined to sustain a clean, safe, and orderly environment/appearance.
7. Operate more advanced equipment (i.e.; snow blower, electric pallet jack, forklift).

### Expectations:

1. Attend meetings, workshops, and professional development activities, as directed.
2. Establish and maintain good communication with staff, volunteers, clients, donors and vendors.
3. Perform other duties as assigned.

### Qualifications: MINIMUM QUALIFICATIONS:

1. High School Diploma or GED required; post-secondary education preferred.
2. Able to follow specific instructions and routines and work independently according to a specific schedule.
3. Minimum of two (2) year paid work experience in field related to client services or warehouse work.
4. Willingness to learn how to drive forklift and use of other warehouse equipment.
5. Able to perform physical labor involving the maintenance, and cleaning of buildings.



6. Strong cultural competency and interpersonal relationship skills.
7. Good critical thinking; able to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
8. Highly developed organizational skills and able to manage multiple priorities.
9. Bilingual, English/Spanish, preferred.
10. Must successfully complete and pass all background checks.
11. Able to work flexible schedule, including evenings and weekends, depending on program needs.

### **Basic Requirements**

- Basic computer skills, competent in Microsoft Word, Outlook, Excel and Access  
Must possess a valid Wisconsin Driver's license, state minimum auto insurance.
- Ability to lift up to 50 lbs. occasionally
- Ability to work with diverse populations
- Ability to work independently and cooperatively with staff, volunteers and clients in a culturally diverse environment.
- Ability to work a flexible schedule for occasional special events and meetings

### **EQUIPMENT/TOOLS USED TO PERFORM DUTIES**

Forklift      Van      Pallet Jack      Computer/Internet/Email      Telephone      Photocopier  
Fax Machine

### **PHYSICAL DEMANDS OF POSITION**

While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle or feel. The employee frequently is required to talk or hear. The employee is occasionally required to stand, walk and reach with hands and travel by auto, van or truck. The employee is frequently required to lift up to 50 lbs, use a pallet jack or other material-handling equipment. Specific vision abilities required by this job include close vision, color perception, and the ability to focus.

*This job description is not intended, and should not be construed to be an exhaustive list of all responsibilities, skills, efforts, or working conditions associated with this job. While this job description is intended to be an accurate reflection of the requirements of the job, management reserves the right to add or remove duties from particular jobs when circumstances (e.g., emergencies, changes in workload, rush jobs or technological developments) dictate.*

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position*