



*Our Mission: To end hunger and to leverage the power of food to build a healthier community.
Our Vision: A healthy, hunger-free community.*

Revised: September 2017
Title: Shopping Assistant II
Department: Member Services
Reports to: Partnership Development Manager
Status: Hourly, Non-Exempt, Full Time

General Description: The Shopping Assistant will demonstrate exemplary customer service to our network of agencies, and ensure that the Foodlink shop-thru is consistently stocked with healthy, quality products that meet all food safety requirements.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Consistently provide exemplary customer service to member agencies ensuring a positive shopping experience.
- Collaborate with operations to cultivate a sorting process to assure the high quality tier-one products are consistently available in shop thru
- Maintain Shop Thru S.O.P's ensuring consistent food safety and accurate inventory.
- Supervise and educate Work Experience personnel, volunteers and interns with shop thru S.O.P's while maintaining full compliance with all regulatory agencies.
- Develop Non-emergency and Emergency relationships with member agencies to collect product feedback and increase the distribution of targeted product.
- Communicate to agencies that haven't picked up orders daily and coordinate return to stock of outstanding pick-ups and returns.
- Assist in the goal of distributing 1,000,000 pounds of quality food through Shop thru by collaborating with Partnership development team to push a minimum 20,000 pounds per week.
- Develop understanding and advocate Foodlink's entire suite of programs and services to member agencies to promote benefits of partnership.
- Maintain communication with member service team to stay updated on all agency status
- Keep area around and including walkway clear of debris/snow for all member agencies.
- Complete and deliver to Warehouse Supervisor the dump report for shopping area.
- Work in collaboration with warehouse Director and Safety Coordinator to ensure the Shop Thru operations meet all AIB standards
- Maintain compliance with all Foodlinks processes, including those associated with pick ups, invoicing returns and food safety
- Maintain compliance with the regulatory agencies including Feeding America, USDA, AIB, AG & Markets, OSHA and HPNAP to pass all inspections

Minimum Qualifications

- High School diploma or equivalent with at least 2 years of experience in a warehouse environment is required.
- Basic mathematical skills required
- Demonstrates good oral and written communications
- Able to work in a team environment and work independently
- Detail orientation and organization skills
- Capable of standing and walking for long periods of time
- Willingness to work in varying weather conditions and on a flexible schedule
- Able to lift and carry materials and equipment weighing up to 60 pounds on a frequent basis.
- Knowledge of warehousing safety and sanitary standards
- Friendly, customer-oriented personality
- Have a professional attitude and appearance at all times

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to handle or feel items such as documents. The team member is occasionally required to stand; walk and reach with hands and arms. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive. Employees will follow other instructions and perform other related duties as required.

The Foodlink Way

- ✧ Passion and commitment to our mission ✧ Going above and beyond what is required
- ✧ Seeing our roles as more than just a job ✧ Proactively seeking improvements ✧ Having the ability to adapt to change

The Foodlink Way is description of who we really are as demonstrated by what we say we value and what we do to express those values.

To Apply:

Submit resume and cover letter via email or apply in person at the address below

hr@foodlinkny.org

Foodlink
Human Resources
1999 Mt. Read Blvd.
Rochester, NY 14615

Only serious candidates should apply. **Only successful candidates will be contacted.**

Everyone is welcome here! Foodlink is an equal opportunity employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, genetics, veteran or disability status.