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### **Our Mission**

Our mission is to leverage the power of food to end hunger and build healthier communities.

### **Our Vision**

We believe that the fight against hunger and the fight against poverty are one and the same. We envision a future in which food is recognized as a human right and every person is able to feed themselves and their families in dignity. Together, we work to create a more nourished, prosperous region.

### **Our Values**

Our core values define who we are and how we work with our communities. Foodlink and our team members have:

- Compassion - treat all with dignity & respect; build kinship with those we serve
- Innovation - say yes; avoid complacency risk failure in the pursuit of ending hunger
- Collaboration - build a shared vision, create synergies, maximize resources
- Agility - respond urgently to the ever-changing needs of our community
- Stewardship - maximize the impact of every dollar, donation and asset

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## **Job Title: Curbside Market Operator**

**Reports to:** Curbside Market Supervisor

**Status:** Hourly, non-exempt, full-time or part-time, variable

### **SUMMARY**

The Curbside Market is a mobile market that sells fresh, healthy, and affordable foods in low income communities throughout Foodlink's service area. The Curbside Market Operator is responsible for ensuring safe, timely and efficient market operations at each site as assigned by their daily route and schedule. Daily responsibilities include loading/unloading, driving the Curbside Market vehicle, providing exemplary customer service, money handling and use of point-of-sale system, data collection, and volunteer supervision.

Curbside Market is one of the largest mobile markets in the country and provides healthy food access to thousands of people in Greater Rochester annually. Curbside Market operates all-year round in rain or shine conditions as long as it is safe for staff and customers. A successful candidate will be able to thrive in a fast-paced, adapting environment. Operators are a representative of Foodlink and Curbside Market and are expected to uphold the values and mission of this program in our community.

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## **KEY RESPONSIBILITIES**

### **Effectively completes daily tasks required of Curbside Market operators.**

- Follows assigned route and schedule, driving trucks to each Curbside Market site on time.
- Responsible for recording all sales in the point-of-sale system.
- Keeps Curbside Market vehicles clean and organized.
- Loads and unloads Curbside Market vehicle at the beginning and end of each shift
- Ensures safety of self, volunteers and customers by inspecting, cleaning and sanitizing vehicles.

### **Completes and observes important safety procedures.**

- Completes pre-trip truck inspections before every route.
- Observes all safety policies and procedures as required by Foodlink policies and DOT regulations.
- Reports accidents, incidents, and safety concerns immediately to appropriate personnel.

### **Provide exemplary customer service to Curbside Market Customers and others.**

- Operators are expected to serve a wide variety of people and communities. Being able to think quickly on your feet, adapt to new environments, and engage with a wide variety of people.
- Represents Foodlink in a professional manner at all times when interfacing with customers, donors, volunteers and/or constituent providers.
- Communicates all issues and concerns from sites and customers to the Curbside Market Supervisor.

### **Serve as the point person for Foodlink volunteers and interns.**

- Help train and onboard new volunteers and interns.

### **Support other organizational priorities, as determined by the Director of Community Health Programs, given the flexibility required of all staff in a fast-paced, growing organization**

**We are actively seeking a diverse pool of candidates for this role**

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## **COMPETENCIES**

### **To perform the job successfully, an individual should demonstrate the following competencies:**

- **Adaptability:** Able to adapt to evolving program needs in a fast-paced environment.
- **Problem Solving:** Identifies and resolves problems in a timely manner and develops alternate solutions.
- **Teamwork and Communication:** Willingness to step up to support the Curbside Market team and mission. Responds promptly to internal team needs and commitments.
- **Quality:** Demonstrates accuracy and thoroughness, looking for opportunities to improve and promote quality.
- **Self-direction:** Able to work independently, but also able to seek assistance and direction on complex issues.
- **Customer service:** Must be able and willing to deliver excellence customer service to all customers, volunteers, ambassadors, and community partners.

## **QUALIFICATIONS**

- **Driving:** Must possess a valid driver's license with a good driving record, feel comfortable driving a large vehicle

- **Physical:** Must be able to lift 50 pounds and stand on feet for an extended amount of time. Will be working in hot and cold temperatures, both indoor and outdoor.
  - **Point-of-sale Proficiency:** ability to use iPad to record transactions.
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## **SALARY AND BENEFITS**

This position is open as either a full-time or part-time, variable position, paid on an hourly basis (\$15.50/hour). The schedule will vary across days of the week and flexibility along with Saturday availability is required.

For full-time employees, Foodlink covers up to 99% contribution towards individual health insurance and 100% individual dental coverage with the ability to acquire family coverage with pretax dollars. In addition to generous paid time off (PTO), we observe 14 paid holidays throughout the year. Opportunity to contribute to a 401k retirement savings plan upon hire. Eligible for generous employer match after 1 year of service.

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## **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 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. This position regularly requires the individual to lift objects weighing up to 50lbs.

## **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. 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.

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***Everyone is welcome here. Foodlink is an equal opportunity employer. Our policy strictly prohibits discrimination on the basis of age, race, color, religion, sex, sexual orientation, gender identity, national origin, genetics, veteran or disability status.***