



Westside Food Bank is seeking an Mobile Food Pantry Operator

General Job Description

- Do you enjoy helping and directing people?
- Are you ready to apply your talent and skills to an innovative organization with a 44-year history and solid financial foundation?
- Do you want to team up with a close knit group of committed staff who work collaboratively to improve the well-being of local people in need?

Westside Food Bank, a non-profit social service organization, is seeking a full-time mobile food pantry operator to assist with our provision of food at mobile distribution sites located in and around WSFB's service area in West Los Angeles. WSFB distributes nearly 5 million pounds of food yearly to over 55 social service agencies and is expanding our direct distribution. The Mobile Pantry Operator reports to the Director of Logistics and Warehousing and is part of the operations team.

The ideal candidate will have at least two years experience in customer service and should be comfortable interacting with clients, volunteers, and the general public in a professional manner. The candidate will need to have a valid driving license and clean driving record to travel between food distribution sites using a company provided electric light duty vehicle. The candidate will need to be comfortable using a warehouse management system (WMS) and keeping records relating to clients and food distribution. In addition, the candidate should be familiar or willing to learn how to operate forklifts and pallet jacks. Bilingual English/Spanish strongly preferred.

Responsibilities

- Manage set up, break down, and cleanup of mobile food distributions
- Load and unload company truck with forklifts and pallet jacks
- Ensure adequate food or other items are supplied for each distribution in conjunction with operations team
- Train and manage volunteers at mobile food distributions
- Handle client questions and concerns respectfully
- Maintain accurate records for mobile distributions
- Conduct outreach to underserved populations

- Other operations duties as assigned

Qualifications

- Valid driver license and clean driving record required
- At least 2 years of customer service experience
- Excellent interpersonal and communication skills, both written and verbal
- Ability to interact with clients with empathy and firmness
- Ability to handle confidential and sensitive information with discretion
- General warehouse experience, food industry experience a plus
- Must be able to lift up to 30 pounds for a consistent length of time
- Ability and willingness to do hard manual tasks
- Must be able to accurately count items
- Ability to learn and use warehouse management system and barcode scanners
- Ability or willingness to learn to operate forklift, pallet jacks, and other warehouse equipment
- Computer skills and ability to learn new programs
- Ability to communicate via e-mail, Slack, other online communication tools
- Ability to obtain and maintain food handler certification
- Positive, friendly team player, ability to interact well with the public
- Bilingual English/Spanish strongly preferred

Compensation & Benefits

- Position is onsite at Westside Food Bank's office with a work schedule of Monday through Friday, 8 hours per day between 7am to 6pm based on mobile pantry schedule (The times for each weekday will be fairly consistent). Candidates must be available to work onsite and in the field to support program activities. This is not a remote or hybrid position.
- Occasional evenings and weekends (less than 15 a year) may be required.
- This is a full-time, non-exempt position at 40 hours per week with salary of \$24/hr
- Generous benefits package:
 - Medical (Kaiser HMO): Premiums fully covered by WSFB for the employee. Dependent coverage is available, employee pays 2% of their wages for coverage and WSFB pays the rest.
 - Dental (Delta Dental PPO): Premiums fully covered by WSFB for the employee. Dependent coverage is available at 25% of the premium cost.
 - 4% Safe Harbor 401k Match with immediate vesting

- Paid time off: 12 sick days per year, 10 holidays plus winter holiday closure, 10 vacation days in the first year of employment (increases per year, up to a maximum of 25 days at the seventh year of employment)
- Pre-tax Flexible Spending Account (FSA) available, with employer contribution to medical
- Life, AD&D and Long-Term Disability Insurance, paid for by WSFB
- Professional development opportunities, paid for by WSFB

How to Apply

Send resume to jobs+mpo@wsfb.org

We will review applications starting on Monday, March 23rd, and will contact prospective candidates directly, please no calls.

Westside Food Bank is an equal opportunity employer committed to fostering an inclusive environment. We welcome candidates of all backgrounds and will not discriminate against any individual based on race, color, sex, pregnancy, national origin, age, religion, marital status, sexual orientation, gender identity, gender expression, military or veteran status, disability, or any factors prohibited by applicable law