



Food Pantry Coordinator: Sourcing & Operations

Summary: The Food Pantry Coordinator: Sourcing & Operations oversees the back end logistics of Food Pantry operations; including but not limited to food and personal care product sourcing, inventory, and safe storage; pantry stocking and pre-assembled box builds; overseeing order fulfillment for delivery; and associated record keeping.

Hours/Classification: This is a full-time (40 hours), non-exempt (hourly) position. Schedule is generally M-F, plus 1 Saturday morning/month. (Evening/weekend hours will likely increase with staffing rotation to cover future Food Pantry schedule expansion.) Occasional additional evening/weekend hours for special events.

Direct Report: The Food Pantry Coordinator reports to the Food Pantry Manager.

Job Qualifications:

- Minimum two years experience in warehouse operations, inventory management, and purchasing required.
- Prior experience with safe food storage and handling strongly preferred.
- Prior experience and comfort driving large vehicles (up to 20' box truck) required.
- Prior experience and competence using pallet jack and other warehouse experience strongly preferred.
- Excellent organizational skills, attention to detail, and strong verbal communication skills.
- Strong interpersonal skills, ability to work well on a team of colleagues with diverse skill sets and experiences. Prior experience supervising staff or volunteers preferred.
- Basic computer skills including competency in Microsoft Office (word and excel), Sharepoint, Google Applications, and ability to enter data and run reports in database.
- Ability to multi-task and meet deadlines in a fast-paced environment.
- Valid driver's license and ability to be insured under agency automobile policy required.
- Strong appreciation for organization's mission, values and approach, with a strong commitment to working with and supporting all members of the Amherst Survival Center community and ensuring the fair and equitable distribution of goods.
- ServSafe Food Handler Certification required or must be obtained within 60 days of hire.
- Strong preference for candidates who bring additional skills, capacity, and perspective that strengthen our ability to meet our mission such as: language proficiency in addition to English; lived experience with food insecurity; racial, cultural, and ethnic diversity; community engagement; experience working on food justice issues; experience working within organizations on diversity, equity, and inclusion; collaborative leadership, and/or other relevant skills.

Essential Duties and Responsibilities

Sourcing & Inventory:

- Oversee Amherst Survival Center warehouse in accordance with food safety standards.
- Manage accurate inventory of all food and personal care products and complete associated reporting.
- Complete food and personal care product ordering from Food Bank of Western MA and other sources, maximizing utilization of free and reduced cost product, staying within established budget, and ensuring sufficient quantity of essential food pantry products.
- Manage retail donation program and pickups.



- Maintain accurate records of all Food Pantry donations received, complete reporting as required.

General Pantry Operations:

- Ensure Food Pantry is set up and closed properly and kept stocked throughout the day.
- Oversee assembly and supply of pre-assembled pantry boxes and bags.
- Complete food pickups and deliveries.
- Establish a positive, friendly, and productive work environment with Center volunteers, interns, and support staff.
- Supervise Pantry volunteers, interns and support staff as assigned.
- Assist with other Pantry roles as assigned, including participant intake as needed.
- Will be cross trained to support/fill in for other Center roles as required.

Additional responsibilities:

- Participate actively in full staff meetings, team meetings, and individual supervision meetings.
- Complete administrative duties as assigned.
- Demonstrate professionalism at all times, both verbally and in writing when representing the Amherst Survival Center, including appreciating and supporting those you work with, showing respect to all ASC participants, demonstrating professional conduct, acting with honesty and fairness in all of your dealings with others, proactively addressing conflict in the Center as it arises.
- Approach your work with an attitude of continuous improvement. This involves continually examining processes to discover and eliminate problems in order to improve participant satisfaction and to enhance program effectiveness.
- Play an active role as part of the Amherst Survival Center team to develop organizational structures and policies, and ensure all program areas fulfill the Center's mission, including playing an active role in the Center's diversity, equity and inclusion efforts. Participate in intentional learning opportunities, including a focus on understanding and dismantling institutional racism and building cultural competency.
- Represent the Amherst Survival Center with community stakeholders as assigned.
- Other reasonable duties as assigned by Food Pantry Manager, Program Director, Executive Director or designee.

Working Conditions: Must be able to lift 70+ pounds. Frequent walking, lifting, carrying, standing, and use of stairs. Frequent typing, writing, talking on phone, and talking in person. The Center is a fast-paced environment which can be crowded and noisy. Position primarily works indoors, with frequent outdoor exposure to load/unload food, or other related activities. Position requires regular driving of large vehicles and equipment including box trucks, utility vans, and pallet jack.