



Food Pantry Assistant

Summary: The Food Pantry Assistant(s) provides essential support to the Food Pantry operations including inventory, stocking, customer service, grocery packing and delivery, and other relevant tasks.

Hours/Classification: This is a full-time (40 hours), non-exempt (hourly) position. Schedule is generally M-F, (either 8-4, 8:30-4:30, or 9-5) plus up to 2 evenings and 1 Saturday morning per month as part of rotation.

Direct Report: The Pantry Assistant reports to the Program Director.

Qualifications:

Required Qualifications:

- Minimum 3 years work experience.
- Minimum of 1 year related experience in retail back end, inventory management, warehouse, or grocery.
- Self-motivated with excellent follow-through.
- Excellent organizational and communication skills, and attention to detail.
- Good interpersonal skills and ability to work in teams, ability to lead teams of volunteers and provide clear instructions.
- Ability to track multiple tasks independently and meet deadlines.
- Physical ability to lift and carry 50+ pounds, push and pull heavy loads, bend, twist, walk up and down stairs carrying heavy items repeatedly throughout the shift.
- Valid driver's license and ability to be insured under agency automobile policy required. Comfort driving large vehicles required.
- ServSafe Food Handler Certification required or must be obtained within 60 days of hire (training provided by employer).
- 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.

Preferred Qualifications:

- Prior experience and proficiency using electric pallet jack preferred.
- Prior customer service experience preferred.
- Past experience driving 15-20' truck preferred.
- Basic computer skills strongly preferred including competency with email, internet searching, entry into excel, and ability to accurately enter information into database.
- 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.

Language Proficiency:

- Professional working proficiency (written and verbal) in English required.
- Working proficiency (verbal or written) in Spanish, Mandarin, Portuguese, or other priority language preferred. Bilingual differential available for employees with professional proficiency/fluency.



Essential Duties and Responsibilities

- Keep pantry clean, stocked, and well-organized. Assemble USDA and non-USDA grocery bags. Complete pantry inventory.
- Provide support to Coordinated Site Deliveries and monthly Mobile Food Program, including fulfilling orders, loading truck, and delivering to sites and households.
- Pick up food and unload food deliveries, supervise volunteer teams unloading food trucks.
- Assist in receiving, weighing, and record-keeping of donations. Assist with accurately maintaining records on community-based food drives.
- Assist shoppers in food pantry, including intake, shopping, or curbside/delivery. Problem solve issues as relevant. Provide excellent customer services.
- Attend regular staff meetings and supervision meetings.
- Adhere to all safety guidelines while using equipment.
- Additional duties as assigned by the Program Director, Executive Director or designee.

Additional responsibilities:

- 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.

Working Conditions: Position works both indoors and outdoors, in all weather, both onsite and out in the community. Frequent and repeated lifting, carrying, and moving 50+ pounds. Frequent and repeated pushing and pulling, use of stairs, standing, and twisting. Includes typing, writing, talking on phone, and talking in person. The Center is a fast-paced environment which can be crowded and noisy.

The Amherst Survival Center is an equal opportunity employer. We are committed to racial equity and social justice and make a particular effort to recruit people of color to apply for open positions. We employ the best qualified individuals without regard to race, color, religion/religious creed, national origin, ancestry, age, genetic information, sex, gender identity or expression, sexual orientation, disability or military status.