DRIVER/PANTRY ASSISTANT

Department: Community Services  
Position: Driver/Pantry Assistant  
Location: 3 Osgood Street, Greenfield; 51 Maple Street, Shelburne Falls  
Status: Non-Exempt  
Supervisor: Pantry Coordinator

Position Summary: The Pantry Assistant/Driver performs many of the day-to-day operations of the pantry including answering the phone, interacting with participants, assisting with food distribution, ensuring compliance with food safety standards, stocking shelves, driving the program van, picking up and unloading deliveries, making deliveries to participants within the service area, checking in participants and using Community Action's Cap60 database to enter data, and other duties as assigned by the Pantry Coordinator.

ESSENTIAL QUALIFICATIONS:
- High school degree or high school equivalency
- Two years' of experience in Human Services or food pantry operations or related field.
- Bi-lingual Spanish preferred.
- Additional education may be substituted for related experience or additional related experience may be substituted for education.

ESSENTIAL RESPONSIBILITIES:
1. Review household assessment forms to enroll participants into the program and enter data into the Cap60 database.
2. Assist participants with food selections at the Center.
3. Drive agency van to shop and/or collect donations for Center, including the Food Bank of Western Massachusetts and other community sites.
4. Drive agency van to participant homes within service area to deliver food.
5. Unload food from the van and store it at the Center locations.
6. Return the van and secure it at the designated parking area.
7. Direct volunteers to appropriate assignments.
8. Work as a team with Center staff and volunteers to support, enhance and promote communication and consistency in the delivery of services.
9. Required to travel regularly throughout the service area, to all Community Action sites and service locations, and occasionally out of the service area.
10. Cover both Center locations (Greenfield and Shelburne Falls) and travel to various community partner locations to attend meetings or provide outreach, as assigned.
11. Maintain high level of customer service following Community Action’s established Customer Service Standards and all applicable guidelines set forth by the program.
12. Ensure required data and reporting completed in an accurate and timely manner in accordance with program guidelines.
13. Required to work in the evening and weekends occasionally.
14. Attend all required staff meetings, supervision, training and contractual meetings.
15. Attend mandatory agency trainings and other relevant trainings.
16. Comply with agency and funders’ paperwork requirements and procedures.
17. Participate in professional development activities and team meetings.
18. Maintain strictest confidentiality.
19. Perform related work as required.

This does not cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

**SKILLS REQUIRED**

- Excellent customer service skills.
- Good verbal (in-person and phone) and written communication skills.
- Excellent listening and interpersonal skills.
- Sensitivity to cultural and socioeconomic diversity and the needs of individuals with low incomes.
- Proficient computer skills including using a mouse, email, typing, Microsoft Office applications, database programs, calendars
- Ability to learn quickly new software.
- Understanding data capture and tracking methods.
- Demonstrated ability to work both independently and as a team and complete assignments in a timely manner.
- Demonstrated ability to build positive relationships with participants, staff, volunteers, and community members.

**Physical Demands and Work Environment:**
The physical demands and work environment described below is 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.

- Requires sitting for long periods of time.
- Working in an office environment.
- Some bending and stretching required.
- The use of telephone required.
- The employee is frequently required to drive, walk and climb stairs.
- Manual dexterity required for use of calculator and computer keyboard.
- Must be able to lift 50 lbs.
- Specific vision abilities required by this job include vision, color vision, and the ability to adjust focus.
- The work environment includes indoor office environments or comparable spaces and community spaces, with occasional exposure to outdoor weather when traveling to outreach or meeting sites or when participating in special outdoor events. The noise level varies by sites and meetings.

AA/EOE/ADA

Employment is contingent upon successful completion of Criminal Offender Record check (C.O.R.I.) prior to hire and every three years. Evidence of a good driving record and ability to be covered under Community Action’s non-owned and hired vehicle policy.

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DATE

EMPLOYEE NAME (PRINT)

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EMPLOYEE SIGNATURE