

GREAT CAREERS START HERE!

Are you interested in becoming a valued member of an award-winning team of professionals who are dedicated to helping ease hardship & foster financial stability in our community? We'd love to hear from you! Apply today for the part-time Food Pantry Support Specialist position by sending your resume to: jobs@nfcchelp.org

Job Summary: The Food Pantry Support Specialist is responsible for processing food deliveries, filling client orders, sorting and organizing products in the pantry. Provides backup support to the intake desk and the Client Support Manager. The Specialist works regularly with volunteers.

Job Duties and Responsibilities:

- Accept and process food deliveries in pantry.
- Updates and reconciles inventory.
- Inspects food quality and ensures it meets NFCC standards.
- Sort and organize food according to prescribed processes.
- Works with Client Services to troubleshoot client orders.
- Instruct and work regularly with volunteers.
- Fill orders for clients.
- All other duties assigned by management

Required Skills and Abilities:

- Knowledge of MS Office preferred (word and excel)
- Valid GA Driver's License to make pick-ups or delivery product using food pantry van and truck back up on a weekly basis.
- Ability to direct individual and group volunteers.
- Work well in a team environment, take initiative, problem solve, and motivate others.
- Good interpersonal skills.
- Excellent organizational skills.
- Excellent Customer Service skills.
- Criminal background check clearance and negative drug test screening.

Education and Experience: High School degree or equivalent.

Supervisory Responsibilities: None

If this sounds like the role for you, we'd love to meet you! Please submit your resume to
jobs@nfcchelp.org.

Job Competencies:

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Physical Demands and Work Environment: Must have the ability to lift, push or pull up to 50lbs, stand consistently for up to 8 hours. Ability to work in cold conditions while in freezer.

EEO Statement: NFCC is an Equal Opportunity Employer, NFCC does not discriminate based on race, religion, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disabilities, national origin, veteran status, or any other basis protected by the law. All employment is decided based on qualifications, merit, and business need.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

NFCC is a 501(c) 3 nonprofit organization whose mission is to help ease hardship & foster financial stability in our community.

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