

# Feeding Southwest Virginia

## Job Description

**Position Title:** Class A Driver/Warehouse Associate (Abingdon)  
**FLSA Status:** Non-Exempt  
**Salary Grade:** 12  
**Department:** Operations  
**Location:** Abingdon Facility  
**Supervisor:** Operations Director  
**Supervises:** None  
**Revised Date:** 1/1/2020

### Position Purpose:

The Class A Driver/Warehouse Associate will support the mission of Feeding Southwest Virginia by providing direct support in the daily operation of the warehouse including all duties related to shipping, receiving of food, warehouse maintenance, inventory control, food storage safety and distribution of products to agencies. Operate and maintain MHE and company vehicles according to procedure. Work and support the Operations Team to ensure a good team dynamic and warehouse operations.

### Position Essential Functions and Responsibilities:

*To be successful in this role, an individual must be able to perform in a satisfactory manner the functions or responsibilities listed below.*

### Position Responsibility (Expected Work)

1. As a Class A Driver/Warehouse Associate, he/she will demonstrate a professional demeanor in interactions with all FSWVA staff, agencies, program representatives and government officials in providing direct support in ensuring a compliant safe facility and environment.
  - Keep informed and consistently practice the policies and procedures of Feeding Southwest Virginia, Feeding America national office, USDA, FDA and government regulations pertaining to food handling, storage, sanitation and disposal.
  - Ensure that maintenance of the warehouse, equipment, grounds, vehicles, sanitation, pest control, fire prevention and safety procedures are followed.
  - Possess knowledge of Feeding Virginia and all programs.
  - Complete ServSafe training within six months of employment and keep current.
  - Complete forklift certification per Federal and State Regulations.
2. The Class A Driver/Warehouse Associate reports directly to the Operations Director and is responsible in supporting warehouse operations.

### Facility Operations:

- Maintain CDL License per guidelines under FMCSA/USDOT and a safe driving record.
- Submit to and pass random drug testing per FSWVA and Federal, State, and Local requirements.
- Responsible in ensuring that all inter-facility product and asset transfers meet policy requirements.
- Pickup food and products from member donors using Food Bank vehicles.
- Deliver food and products to member agencies or other destination as instructed using Food Bank vehicles.
- Maintain cleanliness of vehicles and notify supervisor of any irregularity in the performance of the vehicles.
- Maintain procedures in receiving and shipping product to and from the Food Bank including loading, unloading truck and storage of product according to established procedures.

- Process Agency orders including reading orders, checking orders for accuracy and packing orders.
  - Accurately tag pallets with codes, cases and weights.
  - Assist in directing flow of product in warehouse.
  - Monitors first in/first out system on date-coded products.
  - Maintain the restocking of the pull-floor.
  - Assist the Quality Assurance Department with product handling and storage.
  - Assist with local Food Drives and special events related to area of responsibility.
3. Maintains and follows effective processes for office communications and administrative procedures.
- Maintain proper vehicle inspections and documentation.
  - Document and record movement of product according to established procedures.
  - Keep accurate mileage logbook records in use of the vehicles.
  - Assist in updating departmental SOP's.
4. In working as a contact for the organization, demonstrates a professional demeanor in all interactions with member partners, visitors, volunteers, donors and the general public.
- Visitors should be handled professionally and promptly.
  - Deal effectively with a variety of personalities and situations requiring tact, judgment and resolution.
  - Develop communications skills with co-workers to understand and articulate the need for support.

### **Diversity:**

Demonstrate a core value of diversity by modeling and ensuring diversity and cultural competency (respect, inclusiveness, reflecting, valuing and welcoming of cultural differences) in all position responsibilities regardless of age, color, disability, gender, gender identity or expression, social class, marital status, national origin, race, ethnicity, religion, sexual orientation, veteran's status, nationality, age, language, origin or employment status

### **Other functions:**

- Promotes a cooperative spirit within the organization and among internal and external participants.
- Performs other duties as assigned by the Operations Director, Chief Operations Officer, and the President and CEO.

### **Interface: Responsible in maintaining positive relationships**

- Interactions with member agencies, the general public, vendors, donors and key contacts.

### **Minimum Skills and Qualifications required to capably perform in the position**

#### **Training, Education and Experience:**

- High School Graduate or equivalent.

#### **Experience:**

- Must have a valid Class A Driver's License and safe driving record.
- One year of demonstrated experience in the operation of a tractor-trailer and driving over the road long distances required.
- One year experience in the operation of warehouse equipment according to established safety regulations proven by MHE certification card and/or review by FSWVA certified MHE trainer required.
- 1-2 years of strong customer service experience required.

### **Knowledge, Skills and Abilities:**

- Familiarity with food products, storage and handling requirements, and knowledge of warehouse practices preferred.
- Excellent organizational skills with ability to handle multiple tasks.
- Ability to lift up to 50 pounds repetitively. (Over 50 pounds requires assistance if lifting).
- Ability to work well with other staff members and volunteers.
- Able to work independently and to handle multiple priorities under minimal supervision.
- Must be able to understand instructions and effectively demonstrate quality results.
- Possess a willingness to learn.
- Able to meet deadlines.
- Required attention to detail.
- Limited occasional evening and weekend work required for special events.

**Allowable Substitutions:** Combination of education, experience, and/or training that provides the required knowledge and skills for the position may be considered in lieu of education and/or experience at the company's discretion.

### **Language Skills:**

- Must have professional written and verbal communication skills with demonstrated ability to communicate effectively and convey concepts in an understandable way.
- Ability to communicate effectively with all staff members.

### **Mathematical Skills:**

- Ability to perform basic math functions.

### **Technical/Computer Skills:**

- Proficiency required in the use of Microsoft Office Word, Excel and Outlook Software.
- Capable of learning and independently operating equipment required for the position including but not limited to printer, multi-use copier, fax, and phone system.

### **Other Skills and Abilities:**

- Ability to maintain confidentiality at all times
- Ability to work with people of diverse backgrounds.
- Must be reliable and dependable.
- Maintain compliance with established Food Bank directives, policies and external regulations.

### **Licenses and Certificates:**

Valid Class A Driver's License and own transportation to work required. Current forklift certification per Federal and State regulations required within six months of employment. Maintain a safe driving record in driving company vehicles.

### **Team Commitment:**

Considers the benefits and consequences to the team when taking action, openly shares ideas and information with others, effectively completes work activities with and through others, helps others achieve goals and complete work to meet the needs of the team and the organization. Criticizes actions, when necessary, not people and effectively negotiates win-win outcomes.

### **Flexibility:**

- Be willing to work overtime and mandatory days set forth by the organization on short-notice.
- Be willing to work flexible coverage as needed.

**Physical Demands:**

The demands described here are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the tasks outlined in this job description.

The position operates primarily in an external environmental setting requiring sitting and driving. Requires working in an internal warehouse environment consisting of hot and cold temperatures, requiring employee to push, pull, lift, and/or carry objects. With forklift traffic in the facility and product stacked and stored throughout, this position requires someone who is mobile and who can hear and watch for traffic and normal hazards of a warehouse environment. Conducts work in a fast paced and deadline driven environment.

**Work Environment:**

*Feeding Virginia is an equal opportunity employer and embraces a philosophy that recognizes and values diversity. Our goal is to attract, develop, retain and promote a talented diverse workforce in a culture where all employees will contribute to their fullest potential. This description provides information regarding the essential function of the designated job, and the general nature and level of work associated with the job. It should not be interpreted to describe all the duties whose performance may be required of such employees or be used to limit the nature and extent of assignments the individual may be given. This job description is not an employment agreement or contract.*

I understand the requirements of the job.

Employee: \_\_\_\_\_ Date: \_\_\_\_\_  
(Please print name) (Employee Signature)

Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_  
(Please print name) (Supervisor Signature)