

# **Feeding Southwest Virginia**

## **Job Description**

Position Title: **Mobile Markets / CDL Driver**  
FLSA Status: Non-Exempt  
Salary Grade: 12  
Department: Admin  
Location: Abingdon &/or Salem Facility  
Supervisor: Chief Operating Officer  
Supervises: None  
Revised Dated: 10/26/20

### **Position Purpose:**

The Mobile Market Solutions Driver will support the mission of Feeding Southwest Virginia by primarily executing the Mobile Markets Solution program, operating and maintaining the Mobile Markets (MMS) truck and equipment. He/she will work with the Mobile Market Team to ensure a variety of EBT approved food resources are available in communities served through MMS distribution sites targeting underserved areas within FSWVA's service area. Secondary functions include working to support the overall operations of the foodbank, including loading, unloading, inter-location transfers, deliveries and retail or wholesale pickups, and all other tasks as assigned by the CEO, COO, and/or Warehouse Directors.

### **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 the Mobile Markets (MMS) driver, he/she will demonstrate a professional demeanor in interactions with all Feeding Southwest Virginia 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 Southwest Virginia and all programs.
  - Complete Distribution ServSafe training within first four months of employment and keep current.
  - Complete forklift certification per Federal and State Regulations in order to facilitate loading / unloading requirements.
  
2. The Mobile Markets Solutions Driver reports directly to the COO and indirectly to the Operations Director.
  - Maintain CDL License per guidelines under FMCSA/USDOT and a safe driving record.
  - Develop and maintain partnerships with MMS site coordinators and potential partner agencies working with the MMS program.
  - Ensure food distribution program "best practice" compliance with Feeding Southwest Virginia and governmental guidelines and food handling regulations during MMP distribution activities.
  - Ensure that the MMS truck, trailer and equipment are properly maintained, cleaned and are fully serviceable for distributions.
  - Responsible for working with facility Operations personnel to plan, pull and load food to be distributed during the month to each MMS distribution site.
  - In conjunction with the MMS Coordinator, responsible for the effective execution of the MMP distributions.
    - Team has the authority to shut the sight down due to unruly activity.
    - Team has the authority to cancel the distribution due to unsafe conditions.
    - Identifying and suggesting MMS process improvements.

- Be a participatory member of the FSWVA team and support organizational needs as time permits.
  - Support Feeding Southwest Virginia special events, training, education, and capacity building activity as assigned.
3. Maintains and follows effective processes for office communications and administrative procedures.
- Maintain appropriate logs / files to ensure compliance with Feeding America and governmental regulations.
    - Accurate mileage logs are completed and kept.
    - Maintain proper vehicle inspections and documentation.
  - Deal effectively with a variety of personalities and situations requiring tact, judgment and resolution.
  - Handle site distribution complaints, suggestions and requests.
  - Develop strong customer service skills in effectively dealing with the public.
  - Develop communication skills with co-workers to understand and articulate the need for support.
  - Assist in updating departmental SOP's.
4. In working as a site 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 situation requiring tact, judgment and resolution.

**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:**

- Promote a cooperative spirit within the organization and among internal and external participants.
- Perform other duties as assigned by the Mobile Market Coordinator, Operations Director(s), Chief Operations Officer and the President and CEO.

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

- MMS site coordinators, volunteers and MMS Feeding Southwest Virginia Coordinator.
- General Public.
- Other departments within Feeding Southwest Virginia.
- Community Service Workers.

**Minimum Skills and Qualifications required to capably perform in this position.**

**Training, Education and Experience:**

**Education:**

- High School Graduate or equivalent.

**Experience:**

- One year 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 Feeding Southwest Virginia 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.
- Able to work independently and to handle multiple priorities under minimal supervision.
- Experience in the operation of warehouse equipment (forklifts, pallet jacks) according to established safety regulations.
- Ability to work a non-traditional 40 hour work week and effectively manage time.

- Must be able to understand instructions and effectively demonstrate quality results.
- Possess a willingness to learn.
- Excellent organizational skills and attention to detail.
- Ability to lift 50 pounds repetitively. (Over 50 pounds requires assistance in lifting)
- Ability to work well with other staff members and volunteers.
- 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 excellent written and verbal communication skills with demonstrated ability to communicate effectively and convey concepts in an understandable way.
- Ability to communicate effectively with all Board members and 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.
- Must be reliable and dependable.
- Positive work ethic, good relationship management skills and team-oriented attitude.
- Maintain compliance with established Food Bank directives, policies and external regulations.

**Licenses and Certificates:**

Valid Class A Driver's License and current forklift certifications, and own transportation to work required. 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.

This position requires working in an internal and external warehouse environment consisting of hot and cold temperatures, walking, standing, bending, climbing, stooping, twisting, pulling and pushing. Operating heavy machinery in a standing or sitting position. Routine travel to meetings, functions, and special events is normal which requires driving. Occasionally, may be required to respond to organizational needs outside of normal working hours. 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 Southwest 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 can and 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: \_\_\_\_\_  
(Please print name)

Date: \_\_\_\_\_

\_\_\_\_\_  
(Employee Signature)

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

Date: \_\_\_\_\_

\_\_\_\_\_  
(Supervisor Signature)