



**WAREHOUSE OPERATIONS ASSOCIATE**  
**Job Description**  
**Montgomery County Food Bank**

**POSITION:** Warehouse Operations Associate  
**DEPARTMENT:** Warehousing  
**REPORTS TO:** Manager, Operations  
**STATUS:** Non-Exempt  
**HOURS:** 7:30 – 4:30, Monday-Friday (Evenings and weekends as needed)

**POSITION SUMMARY**

Provide support in all aspects of operations, by training volunteers and community service workers in warehouse and sorting room and cooler freezer areas, operating a forklift or pallet jack, pulling orders, loading and unloading trucks with donation or deliveries, sorting food or nonfood product in the sort room or cooler/freezer, maintaining logs, cleaning and mopping, and other operations duties as assigned.

**PRIMARY DUTIES**

- Strong customer service skills.
- Provide support in all aspects of operations.
- Train and guide volunteers and community service workers to complete their duties assigned in a safe and effective manner.
- Assist in loading and unloading trucks for deliveries, donations and truck shipments.
- Assist in loading of product to agencies picking up orders
- Pull agency orders accurately and efficiently, all orders must be staged neatly, organized, shrink wrapped and labelled correctly.
- Stage all orders, move pallets, and restock as directed.
- Operate forklifts in a safe manner and possess the ability to be certified.
- Operate electric and nonelectric pallet jacks in a safe manner.
- Assist in the training of all volunteers and Community Service in sorting all donated product through the sorting room.
- Inspect all products for expiration dates, excessive damage, open packaging and/or contamination and sanitize all products.
- Package all acceptable products for distribution, label and stack neatly in current stored locations.
- Keep accurate records and poundage on all boxed products. Transfer all daily data to transform form and turn into Warehouse Supervisor.
- Maintain a thorough list of all recalls.
- Sort, inspect and repackage all donated retail frozen and refrigerated product being received.
- Maintain freezer/cooler temperature log and place initials on card.
- Keep freezer/cooler area in an organized state and sweep and mop at end of shift.
- Able to work in all inclement weather conditions, evenings, overtime, and/or weekends if necessary

- Maintain a clean and safe work environment at all times and correct deficiencies upon recognition.
- Inform Operations Manager and/or VP of Operations immediately of any situation that needs attention pertaining to sanitation and/or safety issues.
- Assist in MCFB disaster recovery efforts.
- Other duties as assigned.

**REQUIREMENTS**

- High School Diploma or GED
- 2+ years' experience in warehouse / distribution center environment
- 2+ years' experience in a customer service roll
- Forklift Certification preferred
- Knowledge of Safety practices
- Communication Proficiency
- Organizational Skills
- Mathematical Skills
- Technical Capacity.
- Thoroughness.
- Time Management.
- Able to work independently and collaboratively
- Experience WMS and inventory scanners
- Organized
- Good computer skills
- Good reading and writing skills
- Ability to lift up to 50 lbs. without incident
- Extensive standing, walking, kneeling, reaching and stooping
- Work in cold Freezer/Cooler Environment
- Must be able to pass background check and drug test

**Special Requirements:**

- Limited travel within the Montgomery County area.
- Subject to a criminal background and drug screening before hire.

**The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.**

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**ACKNOWLEDGED: Supervisor / Manager Signature      Date**

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**ACKNOWLEDGED: Employee Signature      Date**

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**PRINT: Employee Name**

**DISCLAIMER:**

Montgomery County Food Bank is an Equal Opportunity Employer and employment “at will” organization. This job description does not imply or constitute an offer of employment.