

Position Title : Clerk (Client Intake /Pantry)

This position provides direct services to individuals and families in need. The Clerk picks up donated and purchased food, stores it, and distributes it to persons through the internal Pantry operation and community partners. The incumbent is the agency's direct contact with the general public in providing emergency food service by interacting with donors to receive donated foods, the staff of food banks and grocery stores that partner with the agency, and with the individuals who come to the Food Pantry to receive services.

Responsible To: Executive Director

Hours: Hourly, Full-Time Position

Work hours would usually be 8-12 & 1-5 Monday - Friday, but may vary to include occasional evening and weekend hours.

Salary Range: \$10 to \$12 per hour

Job Description: Assess with client eligibility determination and questions in person or on the telephone to strategize how best to serve them. If eligible for programs administered by PARS, applicable information is gathered from clients according to our policies and procedures.

Assist with preparations for monthly Pantry meetings and attend if available. Manages the internal Pantry operation to distribute food products to eligible individuals. Maintains food pantry inventory by placing orders with vendors as well as purchasing food and non-food items from local stores. Trains, schedules and provides daily supervision of food pantry volunteers. Packs food pantry orders and stocks shelves as needed. Responsible for implementing Food Pantry policies and procedures. Assist with quality control by ensuring all food products are safe for consumption (e.g. checking expiration / use-by dates, sorting perishables, washing fresh produce, etc.). Ensure that food items are properly rotated so that they remain fresh until the time that they need to be served.

Provide clerical and administrative support to include opening /closing office as needed, making copies, sending faxes, cleaning the offices, assisting with food drives, accepting and recording all donations, encoding paperwork into appropriate database or spreadsheet.

Be a positive role model by maintaining the highest level of professional and ethical behavior throughout your interactions with both internal and external customers. Uses technology for the completion of specified job duties.

Attends and participates with in-service training, staff meetings and other activities to facilitate professional development.

Works cooperatively with others including all staff, supervisors, administrators, co-workers, community professionals, clients, vendors, and the public.

Follows instructions and abides by Agency policies and procedures.

Assumes other duties, responsibilities and special projects as needed.

Incumbent must have a valid driver's license.

Prior experience supervising volunteers or working within a non-profit organization is desirable.

Must have ability to:

- Display high standards of ethical conduct;
- Maintain confidentiality;
- Skillfully communicate verbally and in writing while planning and organizing multiple work tasks. Good interpersonal communication skills are essential.
- Give and receive information clearly and accurately;
- Apply common sense in carrying out instructions;
- Demonstrate basic knowledge of MS Word, MS Excel, MS Outlook and database software.
- Treat clients/visitors courteously and be responsive to their needs;
- Demonstrate excellent organizational skills;
- Communicate effectively with people from all walks of life;
- Work cooperatively with others and promote a friendly work climate in order to achieve shared goals;
- Display a high level of effort and commitment toward completing assignments and goals;
- Attend to all details of assignments and complete work properly, accurately, and thoroughly;
- Lift 35-50 pounds routinely without assistance and 75 pounds or more with assistance;
- Navigate stairs;
- Occasionally carry, load, and unload food products. This will require reaching, climbing, balancing, stooping, kneeling, and crouching.