



## HUNGER TASK FORCE, INC. POSITION DESCRIPTION

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**Position Title:** Route Representative

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**Department:** Food

**Reports To:** Warehouse Manager

**FLSA Status:** Non-Exempt

**General Function:** The Route Representative loads, transports, delivers, and unloads food in the form of TEFAP food orders, CSFP Stockboxes and fresh produce to over 160 local and regional distribution sites; inspects sites for safe food storage and inventory management. Works closely with site staff and community volunteers; serves as a liaison to all distribution sites and is an administrative resource at the Hunger Task Force managed locations; creates receipts and maintains delivery documentation; adheres to all TEFAP and CSFP program guidelines. Documents services provided in writing. Adheres to all safety protocols.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Provide excellent quality client and internal/external customer service.
- Represent the agency in a positive manner.
- Load, transport, and deliver food to sites per established routes and schedules. Modify route schedules as needed to accommodate holidays and unplanned closings.
- Monitor and review storage and distribution of TEFAP and CSFP Stockboxes at program sites. Verify amounts received/issued are been properly recorded.
- Ensures that all food is handled and stored safely.
- Inspects sites for compliance with pest control, temperature and cleaning logs and inventory management in accordance with the Standards of Excellence.
- Maintain CSFP client database for HTF-managed sites.
- Certify clients at HTF-managed distribution sites.
- Inventory Management: Must be able to operate scanning/bar codes equipment so that pallets can be properly identified into the perpetual inventory system. Maintain established inventory controls.
- Load/unload commercial trailers: Unload product. Must be able to properly place pallets to avoid damage.
- Builds and palletizes food orders as directed by Warehouse Manager.
- Assist in maintaining a clean and orderly warehouse.
- Provide support for community events and food drives, delivering supplies, picking up contributed food.
- Staff food sort events.
- Work alongside individuals participating in the Hunger Task Force vocational training program.
- Document services rendered by completing necessary paperwork and maintaining a delivery log.

- Operate vehicles and agency equipment safely. Maintain equipment and vehicles.
- Direct supervision and support of volunteer staff at assigned sites.
- Develop and maintain relationships with program volunteers at distribution sites. Explain aspects of TEFAP and CSFP programs to staff and clients.
- Work in collaboration with the Senior Services Manager.
- Perform other duties as needed and requested by the Executive Director, Associate Director and the Food Bank Director.

### **Supervisory Responsibilities**

This job has no supervisory responsibilities.

### **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

**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.

**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, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

**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.

**Managing People** - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.

**Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

**Ethics** - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

**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.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

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.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

**Qualifications** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience**

Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

### **Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

### **Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills**

To perform this job successfully, an individual should have knowledge of Database software; Inventory software; Spreadsheet software and Word Processing software.

**Certificates, Licenses, Registrations**

Valid Class B CDL; Forklift Certification

**Other Skills and Abilities**

Ability to work well with Senior Citizens. Bilingual (Spanish or Russian) would be preferred.

**Other Qualifications**

Knowledge of standards of safe food handling, storage & distribution. Knowledge of occupational and safety standards. Knowledge of highways and roads of Milwaukee County.

**Physical Demands** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk and use hands to finger, handle, or feel. The employee is frequently required to sit; reach with hands and arms and talk or hear. The employee is occasionally required to climb or balance. The employee must regularly lift and /or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly exposed to outside weather conditions and vibration. The employee is frequently exposed to moving mechanical parts. The employee is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

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**Salary Range:** \$17.98/hr - \$27.02/hr