



## HUNGER TASK FORCE, INC. POSITION DESCRIPTION

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**Position Title: Mobile Market Route Representative**

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**Department: Senior Services**

**Reports To: Senior Services Director**

**FLSA Status: Non - Exempt**

**General Function:** The Mobile Market Route Representative plays a vital role in bringing healthy food options to communities in need throughout Milwaukee County. The Mobile Market Route Representative directly operates and manages the Mobile Market, a grocery store on wheels that travels throughout Milwaukee County to visit neighborhoods and communities that have limited access to fresh and healthy foods. This position works in cooperation with staff, site coordinators and volunteers as a liaison between the food bank, grocer partners and distribution sites. The Mobile Market Route Representative inspects the truck and trailer in accordance with DOT regulations, assists with the loading and unloading of the mobile market, and ensures quality control measures are maintained. Class A CDL license required.

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

- Responsible for performing maintenance on the fresh mobile market truck and trailer equipment and documenting repairs needed on a daily basis.
- Greets site coordinator and organizes the opening.
- Directs/oversees volunteers.
- Assures exterior safety (accessibility and use).
- Assist with the loading and unloading of products onto the trailer.
- Loads and delivers food orders to sites as scheduled.
- Oversees each food delivery to ensure the safety of others and prevents loss.
- Assists participants as needed.
- Assist in performing inventory functions as directed.
- Properly dispose of spoiled or damaged foods.
- Report food loss to the proper Grocery authority.
- Ensures that all food is handled and stored safely.
- Maintains a clean and orderly food trailer.
- Document services rendered by completing necessary paperwork.
- Operates vehicles and agency equipment safely.
- Directly supports and recognizes Grocery staff, CSFP site coordinators and volunteers.

- **Supervisory Responsibilities**

This job has no supervisory responsibilities.

## **Competencies**

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

**Problem Solving** - Works well in group problem solving situations.

**Technical Skills** - Shares expertise with others.

**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** - Listens and gets clarification; Responds well to questions; Participates in meetings.

**Written Communication** - Writes clearly and informatively; Able to read and interpret written information.

**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.

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

**Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment.

**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; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

**Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

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 - 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**

High school diploma or general education degree (GED); or one to three months 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 and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

**Reasoning Ability**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**Computer Skills**

To perform this job successfully, an individual should have knowledge of email and Internet software and Word Processing software.

**Certificates, Licenses, Registrations**

CDL Class A. Forklift & Pallet Jack Certification.

**Other Skills and Abilities**

Previous tractor/trailer and warehouse experience.

**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 use hands to finger, handle, or feel. The employee is frequently required to stand; walk; climb or balance and talk or hear. The employee is occasionally required to sit; reach with hands and arms; stoop, kneel, crouch, or crawl and taste or smell. The employee must regularly lift and /or move up to 25 pounds, frequently 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, 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 frequently exposed to moving mechanical parts; toxic or caustic chemicals; outside weather conditions and vibration. The employee is occasionally exposed to wet and/or humid conditions; high, precarious places; fumes or airborne particles; extreme cold; extreme heat and 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.

