



Fighting Hunger. Giving Hope.

**LOS ANGELES REGIONAL FOOD BANK
JOB AD**

POSITION: Product Donations Service Representative

SUPERVISOR: Product Donations Supervisor

STATUS: Hourly/Non-Exempt

COMPANY

The Mission of the Food Bank is to mobilize resources to fight hunger in our community. The Food Bank serves more than 300,000 clients on a monthly basis and, in 2019, distributed 81.2 million pounds of food. Los Angeles Regional Food Bank employees are hired because of their skills, and because of their commitment to our mission. This means that each of us, working together, will do all that we can to fulfill our vision that no one goes hungry in Los Angeles County. Our core values include: Respect, Stewardship & Accountability, Collaboration, Urgency, Service, Integrity and Diversity. Our organization is committed to maintaining a positive and engaging workplace for all employees.

ESSENTIAL FUNCTION

The Product Donations Service Representative will provide clerical support to the Product Donations team, ensuring accuracy of supporting documents for food donations and/or purchases. This position will also collaborate with internal and external teams to coordinate food pick-ups and deliveries.

WHAT YOU'LL DO

Customer Service: Works effectively with other staff members at all levels of responsibility within the Food Bank. Efficiently handles vendor and/or donor calls and correspondence, acting as a liaison for all donors and/or vendors. Assists in daily database management such as data entry and organization, retrieval of data, and other administrative functions as required. Creates and maintain donor/vendor spreadsheets and reports. Responsible for filing and scanning posted donation orders. Prepare and facilitate the approval of Check Requests.

Delivery/Pickup Coordination: Creates supporting documentation for food donations or purchases including Donation Orders, Incoming Dry, Incoming Perishable, and Purchase Invoices. Schedules daily pickups and deliveries, rescheduling or rerouting when necessary in agreement with internal logistics team(s) and/or external donors and vendors. Ensuring pickup and delivery schedules are up to date.

QUALIFICATIONS

- Minimum High school graduate; 2 – 3 years' college or vocational training preferred or equivalent work experience.
- Two - three years customer service experience in distribution/warehouse environment.
- Intermediate Computer literacy (Microsoft Office Suite).
- Very good interpersonal, written, and oral communication skills.
- Ability to work well with people of diverse backgrounds.
- Ability to work in a fast-paced environment; self-starter, excellent attention to detail.
- Excellent organizational skills.

BENEFITS

We offer a comprehensive benefits package:

- Medical, dental, vision and flexible spending accounts.
- Employer paid Life Insurance and Long Term Disability.
- 403(b) retirement savings plan.
- Employee Assistance Program.
- Vacation: Two weeks for the first three years
- Sick Time: Nine days per year

To apply, please submit cover letter and resume directly to jobs@lafoodbank.org.

As a part of the Food Bank's pre-employment screening process, all potential employees are subject to a Criminal Background Check.

In instances of a federal, state or locally declared emergency, Los Angeles Regional Food Bank is typically considered an essential service and emergency responder; all of its employees may be called in to perform regular or emergent duties.

Los Angeles Regional Food Bank is proud to be an "Equal Opportunity Employer."