

LOS ANGELES REGIONAL FOODBANK

JOB AD

Job Title: **Retail Store Program Clerk**
Status: Hourly/Non-exempt
Supervisor: Director of Agency Relations & Product Acquisitions

Principal Function:

Provides customer service support to retail store donors and Extra Helpings agencies; Provides clerical assistance to Extra Helpings Coordinators; Assists with enrollment of existing and new retail donors and Extra Helpings agencies; Provide guidelines to agencies regarding the storage and distribution of food, record keeping practices, and maintenance of standards

Principal Duties:

Matches Extra Helpings agencies with retail store donors including Food Drive donors; Answers telephone calls from retail stores and schedules pick-ups by the Food Bank and Extra Helpings agencies; Provides in-house and on-site technical assistance to prospective and participating agencies to include, but not limited to, the following: Transportation, storage and distribution of food picked up from retail store donors; Proper maintenance of food distribution and food recipient records. Assists/attends departmental activities such as the Annual All Agencies Conference and other meetings as directed by supervisor; Prepares donor reports and other reports as needed. Maintains Program Statistics. Maintains current Extra Helpings information in MealConnect database, updates Ceres database, data entry, and other administrative functions as required; As needed, travel to (using personal vehicle) various agency sites throughout Los Angeles County to monitor prospective and participating Extra Helpings agencies according to established guidelines; As needed, travel to (using personal vehicle) various retail store donors throughout Los Angeles County. Travel to (using personal vehicle) various meetings throughout Los Angeles County.

Other: May be required to work on weekends and evenings

Qualifications: Insured reliable vehicle with valid California driver license. Computer literate (Microsoft Office – emphasis on Excel). Outstanding inter-personal, communication and customer service skills. Ability to work well with people of diverse backgrounds. Must work well with little supervision. Ability to compose and/or edit business correspondence, ensuring well-prepared memos and documents convey accurate meaning prior to distribution. Ability to work well under pressure and handle multiple tasks with solid deadlines.

Desirable: Experience with social service organizations; Bilingual English/Spanish.

We offer a comprehensive benefits package, including medical, dental and vision plans; life insurance; Employee Assistance and long-term disability plans; flexible spending accounts and a 403(b) retirement savings plan. Internal candidates (employees, temporary staff and program volunteers) interested in this position, please submit a resume to the HR Department.

As a part of the Food Bank's pre-employment screening process, all potential employees are subject to a Criminal Background Check. Los Angeles Regional Food Bank is proud to be an "Equal Opportunity Employer".