

POSITION TITLE: Production Coordinator
FLSA STATUS: Full-Time Hourly
REPORTS TO: Community Engagement Manager
HOURS: Mostly 7:30-3:30 M-F,
some evenings and Saturdays as needed



GENERAL DEFINITION AND PURPOSE OF WORK:

Works directly with volunteers on projects and provides customer service for all volunteers serving Shared Harvest Foodbank. Responsible for sorting, organizing, and packaging donated food. May participate in direct food distributions to low income households.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Works with Community Engagement Manager to prepare for, run and complete scheduled and unexpected projects and paperwork; report daily on completion of projects and reports as required
- Works closely with all departments to understand current and future volunteer needs
- Organizes and assists with special events and projects as needed.
- Ensures proper tracking of volunteer hours including computer data entry
- Greets volunteer groups and provides orientation.
- Ensures proper training of volunteers as required by job assignment, i.e. food safety and civil rights trainings. Complete Non-Employee incident report form(s) and follows through as necessary.
- Works directly with volunteers setting up, running and completing food sorting/packaging projects.
- Helps all volunteers with questions, directions, and ensures volunteers have a positive experience.
- Ensures projects are completed in timely manner and maintains various inventory controls.
- Regularly walk-through and communicate with warehouse and inventory staff to determine project scheduling and facility questions.
- Ensures general maintenance and safety of volunteer area; clean, order supplies and ensure area is stocked and ready for volunteers.
- Welcome, thank and assist people who are making food donations, report poundage.
- Work to resolve issues or problems with volunteers – communicate with Community Engagement Manager for serious issues that require attention
- As needed, assist with events (Volunteer luncheon, food drives, fund raising events, etc.)
- Other duties as assigned

QUALIFICATIONS

- Excellent Customer Service
- Data entry skills
- High School Diploma or GED
- Valid Ohio Driver License with acceptable driving record
- Ability to operate an electric pallet jack (training provided)
- ServSafe Certification (training provided)
- Basic reading, math, and computer skills
- Ability to lift 65 pounds safely on a regular basis
- Ability to work as a team member and independently
- Positive attitude and passion for the Shared Harvest Foodbank mission
- Willingness to pursue appropriate professional development opportunities
- Ability to work with diverse constituent group
- Ability to work in a fast-paced environment and maintain stamina
- **3 years+** of direct experience in a warehouse operation and/or customer service
- Exhibit strong ability in planning ahead, project oversight and follow through
- Excellent leadership, interpersonal, problem solving and teamwork skills
- High standards of professional ethics and conduct