



JOB DESCRIPTION

Job Title:	Warehouse and Volunteer Specialist
Department:	Operations
Classification:	Full-Time, Non-Exempt
Supervisor:	Operations Manager
Location:	Pocatello, Idaho
How to Apply:	https://idahofoodbank.org/about/employment/

Job summary:

The Warehouse and Volunteer Specialist supports efficient warehouse operations while cultivating a positive, organized volunteer experience. This role assists with the receiving, storage, and distribution of food and supplies to ensure inventory is handled safely and efficiently in support of organizational programs and community partners. In addition, this position also leads evening volunteer sessions, providing supervision, training, and guidance to volunteer groups while ensuring safety, productivity, and a meaningful service experience. The specialist serves as a key bridge between warehouse operations and volunteer engagement, creating opportunities for volunteers to contribute directly to the organization's mission. Success in this role requires strong organizational skills, attention to logistics and safety, and the ability to foster a welcoming and collaborative environment for volunteers while maintaining efficient warehouse operations.

Hours: 9:00 a.m. – 8:00 p.m. Monday through Thursday

Duties and Responsibilities

Volunteer Leadership & Engagement

- **Supervise Volunteer Shifts:** Lead groups of up to 30 volunteers in sorting and repacking food, providing clear instructions and ongoing support to ensure productivity and safety.
- **Foster Culture:** Maintain a welcoming, inclusive, and appreciative environment for a diverse volunteer base.
- **Event Support:** Assist with logistics, recruitment, and staffing for off-site or after-hours events and workgroups.
- Other duties as assigned.

Warehouse Operations & Logistics

- **Daily Execution:** Assist with closing the warehouse and managing daily receiving, sorting, storage, and distribution activities.
- **Order Fulfillment:** Accurately pick and pull agency orders and prepare incoming/outgoing loads to enhance distribution efficiency.
- **Equipment & Handling:** Safely operate warehouse equipment (e.g., pallet jacks, forklifts, and pallet tippers) to move pallets and ensure all loads are properly shrink-wrapped and tagged.
- **Inventory Integrity:** Maintain a strong working knowledge of inventory. Follow **FIFO** (First-In, First-Out) protocols for dry, refrigerated, and frozen products.

Compliance, Safety & Quality Control

- **Standards Adherence:** Uphold **AIB** and **Feeding America** standards through rigorous use of cleaning logs, inspection records, and SOPs.
- **Food Safety:** Conduct visual inspections, monitor temperatures, and verify product weights/descriptions to ensure all items meet safety and packaging requirements.
- **Facility Upkeep:** Ensure all storage areas (dry, cooler, and freezer) are clean, organized, and free of debris. Perform scheduled sanitation activities for the warehouse and grounds.
- **Documentation:** Maintain accurate and current records for occupational safety, regulatory compliance, and internal control procedures.

Inventory Management & Reporting

- **Reconciliation:** Assist with monthly inventory counts and verification of bins and products.
- **Discrepancy Reporting:** Promptly document and report inventory discrepancies, order fulfillment issues, or product adjustments to the Operations Manager.

Skills and Knowledge

- Friendly, patient, and naturally upbeat personality with a genuine love for working with people.
- Customer service, communication skills.
- **Operational Expertise:** Proficient in driving automatic and standard vehicles and operating warehouse equipment (forklifts, pallet jacks, pickers, and dock levelers).
- **Maintenance & Safety:** Demonstrated ability in basic repair of delivery equipment and consistent use of required safety gear (PPE).
- **Communication & Leadership:** Strong interpersonal skills with the ability to train diverse groups and provide clear, respectful direction to volunteers.
- **Administrative Proficiency:** Proficient in Microsoft Office, basic mathematics, and maintaining accurate, legible records.
- **Self-Management:** Highly organized self-starter capable of managing multiple tasks and solving problems with minimal supervision.
- **Physical Capabilities:** * Ability to stand, walk, kneel, and crouch for extended periods.
- Ability to regularly lift 20 lbs., frequently lift 50 lbs., and occasionally move over 50 lbs. with assistance.
- Comfortable working in extreme environments, including walk-in freezers and coolers.
- **Adaptability:** Ability to maintain an attitude of safety awareness and work a diverse, flexible schedule as needed.

Education and Qualifications

- High School Diploma or GED required.
- 1+ years of related experience and/or vocational training in warehouse operations or logistics.
- Valid Class D Driver's License with a clean driving record (current DMV printout required).
- Forklift Certification (or the ability to obtain one), including experience with pick-up and delivery.
- ServSafe Certification (or the ability to become certified) and a commitment to safe food handling practices.

Safety and Compliance

- Commit to upholding policies, principles and best practices for food and volunteer safety.
- Understand the personal responsibility to follow all safety policies and health rules, programs and procedures, and report all safety issues, incidents or accidents immediately.
- Monitors and complies with cleaning schedule.
- Manage repack activities in such a manner as to not create a risk to food safety, whether through product contamination, cross contact, inaccurate labeling or temperature deviations. Ensure all volunteers wear the proper Personal Protective Equipment for the repack activity being conducted and adhere to all GMPs for food safety.
- Safely operates all warehouse equipment including forklift, pallet jacks, and lifting equipment.

Employment Requirement

- Negative Drug Screen
- Successful Background Clearance
- Ability to wear company approved safety shoes while on the job

Working Conditions

Work is performed primarily in a warehouse environment. Involves walking, periodic lifting and carrying of items that may weigh up to 50 pounds. May work outside normal working hours and drive own vehicle for various projects on a daily basis.

Disclaimer

This job description in no way states or implies that these are the only duties to be performed by the employee in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give assignments.

This position description excludes the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Organizational Culture

At The Idaho Foodbank, we live our core values of **Belonging**, **Commitment**, and **Collaboration**. We're driven by our mission to nourish, educate, and advocate for food-secure communities. We believe every team member plays a vital, daily role in our mission.

Equal Opportunity Employer

The Idaho Foodbank is an Equal Opportunity Employer committed to fostering a welcoming and supportive workplace. We strive to create an environment where all employees and those we serve feel valued, respected, and empowered to reach their full potential. Our hiring and workplace practices are rooted in merit, fairness, and belonging.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, age, national origin, disability, protected veteran status, gender identity, or any other factor protected by applicable federal, state, or local laws.