



CATHOLIC DIOCESE OF RALEIGH
POSITION DESCRIPTION FORM



Catholic Charities
of the Diocese of Raleigh

Position Information

Position Title: **Delivery and Warehouse Associate**

Department: **Catholic Charities**

Reports To (Title): **Food Delivery Program Manager**

Work Schedule: M – F Hours: _____ to _____ Other: _____

Type of Employee (Hours worked per week) Regular Full Time (≥30) Regular Part Time (20-29) Part Time (≤20) Temporary (varies)

Percentage of Travel Required 0% 10% 25% 50%+

Exemption status (HR use only)	<input type="checkbox"/> Exempt	<input type="checkbox"/> Non-exempt
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Position Summary

Summarize the overall function or purpose of this position. This should be a concise description of the job.

The Delivery and Warehouse Associate will provide high quality direct food services to families with a focus on the food pack areas. The Delivery and Warehouse Associate will work with the Food Delivery Program Manager to determine and implement effective services to clients; assist with the annual inventory process and other processes as needed. The position is also responsible for preparing, loading and delivering healthy food boxes utilizing the organization's vehicle.

Duties and Responsibilities

Indicate as clearly as possible the significant duties and responsibilities that are **essential** requirements of the job. List the duties in order of importance and the approximate percentage of time for each duty. Focus on major responsibilities rather than detailed work routines.

Day to Day Operations:

- Operate the home delivery services and assist as needed with client choice food pantry and mobile food pantry services
- Manage receipt and delivery of food
- Oversee storage and safe handling procedures for food
- Manage consistent rotation of food
- Operate pallet jacks to move stock in the warehouse

60.00

Duties and Responsibilities *continued from page 1*

- Timely and professional execution of product donation pickups (from food bank and other donors) and deliveries to clients
- Secure and ensure adequate inventory to meet program expectations and the needs of food recipients
- Package healthy food boxes in preparation for delivery.
- Promptly and safely load and unload trucks on location and at delivery sites
- Provide excellent customer service to donors and their employees as well as to clients to foster continued support and a professional working relationship

20.00

Food and Vehicle Safety Duties:

- Inspect product donations to ensure that safety and sanitation standards are met
- Be familiar with and comply with all aspects of the food safety program, policies and procedures
- Maintain the cleanliness and organization of company vehicle and record mileage at the beginning and ends of shifts
- Refuel vehicle at the end of each shift
- Perform routine inspections, cleaning and light preventative maintenance on vehicle and equipment and report problems and concerns immediately to the Regional Director

15.00

- Assist in annual inventory process at the end of the fiscal year (June 30th)
- Attend agency and staff meetings as determined by supervisor
- Perform other duties associated with the general responsibilities of this position and/or as assigned by supervisor

5.00

Position Qualifications

Formal Education (minimal level REQUIRED for this position)

- No minimum education level
- High School diploma or GED
- Associates or other 2-year degree including technical/trade school
- Bachelors degree
- Masters or Professional degree (M.B.A., J.D., etc.)
- Doctorate

Degree in specific subject area: _____ Degree Type: _____

Concentration: _____

Work Experience (minimum experience REQUIRED for this position)

- Less than 1 year
- 1 - 3 years
- 4 - 6 years
- 7 - 9 years
- 10 + years

Years of specific work experience: Field: driving, food service or other related experience Years of experience: 1

Qualifications

- Valid NC Driver's License and maintain a clean driving record
- Ability to lift and/or move 40 pounds
- Ability to move product using a pallet jack and/or forklift as needed
- Physical ability to manage stairs, walk to client's residences, enter and exit vehicle multiple times a day, balance, stoop, kneel or crouch
- Must possess effective verbal and written communication skills
- Basic Math Skills
- Self-Starter and strong work ethic
- Strong External Customer Focus and Excellent Customer Service Skills
- Must be able to work in a fast-paced environment, be able to follow instructions, work as a team and be detail oriented
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus

Special Requirements:

- Knowledge of and commitment to Catholic social teachings and practices and the mission of Catholic Charities of the Diocese of Raleigh
- Authorized to work in the U.S.

*Job responsibilities may involve travel and some work beyond the regularly scheduled workdays, i.e., weekends and evenings, as needed.

Position Characteristics

Physical Requirements/ Work Environment

(This section must be completed *entirely*, regardless of position)

	Amount of time spent			
	None	<1/3 of time	1/3- 2/3 of time	>2/3 of time
Lifting greater than 20 lbs.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Sitting for extended periods	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing for extended periods	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Primarily office work	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Primarily outdoor work	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Primarily indoor work	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Prolonged exposure to heat/cold	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prolonged exposure to loud noise	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Level of Supervision Received (check the option that best describes the position overall)

Direct Supervision: Supervisor gives specific instructions on all assignments. Work is reviewed regularly for accuracy and completeness.	<input type="radio"/>
General Supervision: Supervisor provides continuing or individual assignments by indicating what generally is to be done, limitations, quality and quantity expected, deadlines, and priorities.	<input checked="" type="radio"/>
Intermittent Supervision: Supervisor makes assignments by defining objectives, priorities, and deadlines. Assists employee with unusual situations. Employee carries out successive steps and resolves problems in accordance with instructions and policies.	<input type="radio"/>
Administrative Supervision: Supervisor sets overall objectives and resources available. Collaborate on deadlines, projects, and work to be done.	<input type="radio"/>
Long-Range Administrative Direction: Employee generally proceeds independently in accordance with general plans, policies, and purposes of the department. Results of work are considered technically authoritative.	<input type="radio"/>

The above statements are intended to describe the general nature and level of work being performed by the individual assigned to this job. They are not intended to be an exhaustive list of all the responsibilities, duties, and skills required for the position. All employees may have other duties assigned at any time.