



**Job Title: Shipping and Receiving Clerk**

**Job Location: 1642 Calvary Industrial Drive, SW Gainesville, Ga. 30507**

**Immediate Supervisor: Operations Manager/Agency Services & Programs Coordinator**

**Status – Non-Exempt**

**Description:**

Working as part of the Georgia Mountain Food Bank team, the Shipping and Receiving Clerk strictly follows established inventory and material handling procedures to receive and distribute food and other products. The Clerk performs a variety of warehousing duties that require an understanding of The Georgia Mountain Food Bank Standard Operating Procedures process flow, warehouse management operations and requirements of the US Department of Agriculture (USDA), Occupational Safety and Health Administration (OSHA), and Feeding America. Additionally, the Clerk will receive training to serve as a support person for the Operations Director, according to their needs and assigned duties.

**Duties & Responsibilities:**

- Possess strong customer service skills and maintain positive relations with agencies, Food Bank staff, donors, and volunteers.
- Represents the GMFB in a professional manner at all times and reports to work with clean appropriate attire and a healthy respectful attitude.
- Welcomes and assists agencies with order selection.
- Assists in maintaining agency records.
- Process agency order billing
- Review agency ordering patterns to detect unusual ordering.
- Enforces restrictions on product type and quantity.
- Schedules appointments for food pick-ups.
- Prints agency receipts for transportation.
- Participates as needed in agency department sponsored events and agency related activities.
- Assist as needed to unload, inspect, and inventory products arriving at the Food Bank and sign necessary admittance forms as needed.
- Help to organize and maintain the warehouse to ensure maximum cleanliness and efficiency of space as a part of the warehouse support team.
- Assist in the weekly inventory counts and participate in planned annual physical inventories.
- Pick and set up of orders departing Food Bank to ensure accuracy prior to delivery.
- Assist as needed in loading and checking all orders departing Food Bank to ensure accuracy prior to delivery.
- Oversee all incoming food product and properly record the donations into the operation system.
- Always observe safety practices while in the warehouse as well as operating warehouse equipment including, but not limited to, the forklift.
- Ensure the safety of all persons entering and departing the warehouse.
- Work as the back up to other team members during vacation/sick time.
- Duties will include accepting outbound orders and scheduling agency pick up appointments
- Other duties as assigned by Operations Director and/Agency Services & Programs Coordinator.

**Skills, Education & Experience:**

- High school diploma or GED.
- Possess and maintain a valid driver’s license and clean driving record.
- Ability to pass a DOT Health Certification
- Basic math (add, subtract, multiply, divide whole numbers), sorting, and reading skills.
- Strong computer skills especially Microsoft Office Suite
- Working knowledge of English grammar, spelling, and usage.
- Warehouse experience preferred.
- Strong customer relations skills.
- Ability to learn and safely operate manual & powered industrial trucks (forklifts). (Training available)
- Ability to speak clearly over the phone
- Strong problem-solving skills and ability to manage multiple projects with attention to detail.
- Handle interruptions, maintain focus on tasks and produce accurate work.
- Ability to lift 50 lbs. occasionally; frequently lift, bend and stand.
- Ability to establish and maintain effective working relationships with diverse stakeholders.
- Ability to work independently and as part of a team.
- Ability to obtain food safety certification.
- Must be able to pass a criminal background check.

**Working Conditions:**

Work is performed in a warehouse with a significant amount of walking on concrete surfaces. Entrances may be open and work conditions during the summer months can be very hot, and during the winter very cold. Employees may be going in and out of freezers and coolers with extreme variations in temperature. Certain work requires prolonged time working within the freezer at sub-zero temperatures. A workspace could be very dusty, and on occasion can be noisy due to the traffic of motorized vehicles operating in the building. Periodically, they may work outside and be exposed to the elements. Employees may be exposed to spoiled food and sharp objects due to working with damaged products. Persons performing this job may work with individuals performing community service. The Georgia Mountain Food Bank does not tolerate harassment on any characteristic protected by law.

The Georgia Mountain Food Bank has a strict “No Weapons” policy and strictly enforces a no-violence policy in the workplace.

Work schedules may vary depending on the needs of the Georgia Mountain Food Bank and may require working weekends, holidays, and evening hours.

The Georgia Mountain Food Bank reserves the right to revise this job description at will.

***This job description in no way represents a contract of employment.***

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_