

Newcap, Inc.
1201 Main Street
Oconto, WI 54153
www.newcap.org

JOB DESCRIPTION

JOB TITLE: FOOD PANTRY WORKER

SUPERVISOR: Food Services Coordinator / Executive Vice President of Operations

CLASSIFICATION: Full Time - Non-Exempt

WORKSITE: Marinette, WI

PRIMARY RESPONSIBILITY:

Participate in all aspects of the food pantry and handle clerical and receptionist duties.

AGENCY EXPECTATIONS:

1. Adhere to agency policy and procedures.
2. Perform duties as workload necessitates.
3. Maintain a positive and respectful attitude.
4. Communicate regularly with supervisor.
5. Demonstrate flexible and efficient time management and ability to prioritize workload.
6. Consistently report to work on time prepared to perform duties of position.
7. Meet productivity standards.
8. Attend workshops, in-service training, conferences and meetings as assigned.
9. Comply with all agency policies and procedures.
10. Responsible for attending staff meetings.
11. Attend the annual civil rights training.

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12. Accept other duties as assigned.
13. Ambassador for Newcap, Inc., along with all employees, and responsible for marketing/promoting the organization and its programs both internally and externally.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Make sure pantry is properly stocked before each pantry day. Make sure shelves are well stocked at all times.
2. Greet each food pantry client and make sure all proper documentation is complete before taking the client through the pantry.
3. Treat each client with respect and use the utmost confidentiality.
4. Assist any special need clients and load car if needed.
5. Answer phone calls and direct calls to appropriate staff (Marinette location).
6. On non pantry days, clean and wipe down shelves as well as cooler. Restock pantry for next service day. Answer all phone calls and direct walk-in clients to the clinic or assist them finding the appropriate staff to address their needs (Marinette and Crandon locations).
7. Pick up weekly donations. Includes taking proper temperature readings of freezers and refrigerators, weighing donations, and reporting (Marinette location).
8. Assist with all area food drives; food must be checked for expiration dates and weighed.
9. All freezers and coolers must be cleaned /defrosted on a monthly basis.
10. Submit monthly reports to appropriate staff.
11. Be in direct contact with supervisor with any concerns or questions.
12. Assist with unloading monthly semi truck from MPI.
13. Recruit suitable volunteers.

PERSONAL AND BEHAVIORIAL REQUIREMENTS:

- Reliable, dependable, prompt, organized, and work well with minimal supervision.

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- Pleasant, professional, courteous demeanor and team player.
- Follow standard office procedures.
- Sensitive to people's needs.
- Maintain complete confidentiality in all Newcap business-related matters.
- Show respect and treat all people with dignity.
- Flexible and able to adapt to different situations.
- Multitask effectively.

EDUCATION AND EXPERIENCE REQUIREMENTS:

- Minimum 2 years of previous customer service or other work-related experience.
- High school diploma or GED equivalent.
- Proficient with Microsoft Office programs and the overall use of computers and general office equipment.

ADDITIONAL ELIGIBILITY QUALIFICATIONS:

Must possess or be able to obtain within thirty (30) days of hire, a valid and appropriate state driver's license along with access to a reliable car, with proof of insurance, and meeting the driving record requirements that Newcap follows for all employees who drive company vehicles.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position lifts heavy objects, walks and stands for long periods of time. The employee lifts, pushes, pulls or carries objects. The position requires good manual dexterity (hand, hand with arm, two hands) and multilimb coordination. The employee must have excellent stamina.

Occasionally required to exert up to 50 pounds of force.

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WORK ENVIRONMENT:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

This job operates in a professional, clinical healthcare and food pantry environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

EXPECTED HOURS OF WORK:

This is a Full time, non-exempt position. Days and hours of work are Monday through Thursday, 8:00 a.m. to 5:30 p.m., and Fridays 8:00 a.m.-12:00 p.m. 40 hours per week.

OTHER DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.