

FOOD BANK OF THE RIO GRANDE VALLEY, INC.
JOB DESCRIPTION

FULL TIME EQUIVALENT: 1.0
Non - Exempt

POSITION TITLE: Customer Service Representative

ACCOUNTABLE TO: Chief Program Officer

GENERAL DESCRIPTION: The primary objective of this position is to take agency orders, maintain perpetual inventory and assist the Chief Program Officer.

RESPONSIBILITIES:

- Receives and processes FBRGV Partner Agency orders by all means; online, phone and in person, using the Navision Ceres inventory system.
- Receives and processes FBRGV orders using Agency Express System.
- Ensure FBRGV operations and agency relations staff are aware of any special agency needs or concerns
- Market and promote products to agencies, especially slow moving and perishable products.
- Schedules appointments for pickup and delivery of agency orders.
- Ensures that all agency orders are pulled correctly and are ready the day of pickup and delivery.
- Attach all invoices to pick sheets and file accordingly
- Assist in all aspects of record keeping, making reports, entries, adjustments, etc.
- Assist with acknowledgments of donations of food
- Assists in continuous updating of computerized data base
- Assists in posting poundage received daily
- Assists in preparing USDA inventory reports
- Assists in preparing Feeding America, Feeding Texas, Food Bank RGV inventory reports
- Documents additions, disbursements, adjustments, losses & removal of inventory items
- Runs daily reports at the end of each working day
- Maintains an accurate filing system for Agency invoices, donation receipts, etc.
- Copies, files and organizes all Inventory paperwork and supplies
- Contributes to team effort by accomplishing related results as needed
- Evaluates existing procedures & recommends improvements to the Chief Program Officer.
- Performs additional duties as assigned by the Chief Program Officer.

QUALIFICATIONS

1. Honesty, integrity and commitment to fighting hunger in the Rio Grande Valley.
2. Must have clear understanding of and ability to articulate the mission of FBRGV.
3. High School Diploma or equivalent.
4. Personal experience in community service and an understanding of the role volunteerism
5. Ability to politely be firm and decisive. Good judgment and discretion
6. Ability to work cooperatively with other staff, volunteers, and agency personnel
7. Ability to multi task under a variety of conditions
8. Ability to lift 40 lbs on a regular basis
9. Ability to manage time efficiently and to work independently with minimum supervision

10. Orientation to detail and accuracy
11. Ability to present a professional demeanor under a variety of conditions
12. Proficient in English and Spanish
13. Possession of current Texas Class C driver's license and access to a personal vehicle. Must have a clean driving record for at least three years prior to employment

ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

1. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 50 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
2. Conditions may include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
3. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, calculator, copier, fax machine, telephone, automobile, forklift, electric and manual pallet jack.
4. Applicant must be flexible with time, must be available to work before 8am and after 5pm, weekends, special events, accommodate volunteers, etc. when needed at a moment's notice.

The above statements are intended to describe the general nature and levels of work to be performed and are not intended to be an exhaustive list of all responsibilities and duties.

The Food Bank of the Rio Grande Valley, Inc. is an equal opportunity/affirmative action employer committed to cultural diversity in the workforce.

You will be evaluated in part based upon your performance of the tasks listed in this job description. The Food Bank of the Rio Grande Valley, Inc. has the right to revise this job description at any time. The job description is not a contract for employment.