



## Clackamas Service Center (CSC) Job Posting

**Position Title:** Interim Grocery Delivery Program Coordinator

**Classification:** Full-Time, Temporary/Seasonal (Jan '23 – Mar. 31, '23), non-benefitted, nonexempt

**Hours:** 40 hrs./week, Monday – Friday; 9 am – 5 pm

**Location:** On-site; CSC Warehouse, 8937 SE Janssen Road OR, 97015

**Compensation:** \$23/hour

**Reports to:** Mira Glasser, Interim Director of Food Operations

CSC may offer the opportunity to convert to a permanent, part-time or regular full-time position at the end of the season.

CSC requires employees to be fully up to date on COVID-19 vaccines. Proof of vaccine status will be required before an employee may begin work.

### ABOUT CSC:

Clackamas Service Center (CSC) is an inclusive community center for individuals and families seeking food relief and resources for improved health, dignity, and stability. We are based in Clackamas County, and serve community members within the county and the surrounding area. Visit our website for more information: [cscoregon.org](http://cscoregon.org).

### POSITION SUMMARY

This is a dynamic position in a small, rapidly growing nonprofit. We are looking for someone who can manage our home grocery delivery program. This includes answering all incoming calls and managing online grocery order forms, scheduling our home grocery delivery routes, onboarding and training volunteers, and coordinating deliveries with clients. CSC's grocery program delivers fresh produce, frozen products, dry goods, and hygiene items to more than 75 recipients every week and distributes food to over 12,000 recipients through our community partners.

### PRIMARY JOB FUNCTIONS:

- Oversees Grocery Delivery Program
  - Creates and schedules home delivery routes
  - Be on call when volunteer drivers are out on delivery to navigate issues as needed
  - Manages incoming calls and online order forms
  - Coordinates food box production



- Replies to phone, online, and email requests and questions professionally and in a timely manner (phone stipend option available)
- Oversees Grocery Delivery Program Volunteers
  - Onboard, trains and schedules volunteers; covers vacancies as needed
- Coordinates the restocking and rotation of food & non-food inventory
- Identifies and improves processes, increase efficiency and effectiveness of delivery program
- Collaborates and works well with small staff, volunteers, community partners, and larger community organizations
- Maintains positive relationships with partners, donors and volunteers
- Prepares and maintain accurate records, documentation, reports, and communications
- Manages and maintains confidential and sensitive information
- Assists warehouse team as needed
- Performs other duties as assigned by the Interim Director of Food Operations

## REQUIRED QUALIFICATIONS

- Minimum of 1 year of customer service experience and working with volunteers
- Must be organized and detail-oriented with an ability to think about the bigger picture and holistic health of the clients, the warehouse, and the community
- Must be a self-starter with an ability to take initiative and work with minimal supervision
- Willingness to be flexible, innovative, thoughtful, and creative
- Strong interpersonal communication and relationship building skills
- Ability to work with a variety of people, including community members, volunteers, staff, and clients
- Ability to work independently as well as part of a team
- Basic knowledge of food safety and nutrition
- Basic knowledge and passion for food security, homeless issues, and/or socioeconomic justice
- Basic proficiency with typing, Microsoft Office, and Google Drive
- Ability to manage and maintain confidential and sensitive information
- Attend and participate in required CSC training(s) and meetings
- Experience working with Google Suite and/or Microsoft Office Suite, including experience with basic Excel or Google sheets
- Basic cell phone skills
- Submit to a criminal background check

## DESIRED EXPERIENCE | KNOWLEDGE | ABILITIES

Preferred qualifications:

- Bilingual, Spanish preferred
- Experience in food pantry coordination or nonprofit work
- Experience with process improvement and system building
- Experience working with marginalized populations
- Lived food insecurity experience
- Strong communication skills
- Experience working in a fast-paced, growth environment that requires urgency and positivity with



volunteers, partners, donors, and community members

- Strong ability to multitask and prioritize with excellent judgment and problem-solving skills; detail-oriented and flexible; handle time-sensitive priorities throughout the workday
- Effective communication skills, both oral and written, including the ability to interact well with the organization's community of staff, volunteers, members, and guests
- Proficient in spoken or written Spanish; Russian, Ukrainian, Vietnamese or Mandarin a plus

## WORK ENVIRONMENT

- Work is performed in a large, 8000 sq.-ft warehouse and shared office space within

## PHYSICAL REQUIREMENTS

- Prolonged periods of standing and/or working at a computer
- This position can be physically demanding during certain hours throughout the day as it routinely involved receiving large donations, packing boxes, and other physical tasks
- Ability to lift up to 40-50 lbs; bend, stoop, kneel, crouch, push, and other mild to moderate activities

## COVID-19 VACCINATIONS

CSC requires employees to be fully up to date on COVID-19 vaccines. Proof of vaccine status will be required before an employee may begin work. CSC will make reasonable accommodations for candidates who cannot be vaccinated because of a disability, pregnancy, or religious belief. If you believe you qualify for an exception, please speak with the hiring manager and be prepared to provide documentation

## HOW TO APPLY

**Please submit a resume and cover letter (1-page max) addressed to Mira Glasser at [apply@cscoregon.org](mailto:apply@cscoregon.org) with the subject line [Last Name, Grocery Coordinator Job Application].** The cover letter should include why you are interested in working at CSC, and how your skills and experience have prepared you for this position. CSC will request professional references for the final candidate. **CSC is accepting applications through January 9th.**

*CSC is proud to be an Equal Opportunity Employer. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills. The more inclusive we are, the better our services will be. CSC does not discriminate based on race, religion, color, sex, gender identity, sexual orientation, age, veteran status, disability status, or other applicable characteristics protected by law. Employment is decided based on qualifications, merit, and organizational need.*