



## Job Description

**Job Title:** Operations Support Specialist  
**Classification:** Full-Time, Non-Exempt  
**Department:** Operations  
**Reports to:** Eastern Idaho Branch Manager  
**Location:** Pocatello, Idaho  
**Posting Date:** Monday, March 31, 2014  
**Deadline:** Monday, April 14 at 5:00 p.m. or until position is filled  
**How to Apply:** [www.idahofoodbank.org](http://www.idahofoodbank.org)

### Job Summary:

Responsible for inventory control including data entry into CERES, agency/donor order processing, answering telephone, assist agencies and shoppers with order pickup, receipt donations into CERES, and assist volunteer coordinator and warehouse operations. Develop and maintain agency and donor relationships with excellent customer service skills.

### Principle Duties and Responsibilities:

- Responsible for proficiency in inventory control and management utilizing CERES which includes timely cycle counts, inventory reviews and correction of any discrepancies
- Responsible for scheduling trucks for the Pocatello warehouse and reconciling drivers' reports and logs. Works closely with the Branch Manager for local donations, food drives or other necessary truck coordination.
- Responsible for the input of data into various statistical spreadsheets.
- Work with Operations Team to develop positive relationships and understand varied needs for our partner agencies.
- Complete and perform accurate follow-through on documentation for shipping, receiving, unloading, and warehousing of product, as defined by IFB policies and procedures.
- Perform cleaning & light maintenance on equipment and/or warehouse and report problems to the Branch Manager.
- Work with other team members in a cooperative and supportive way. Providing assistance and fill-in coverage for other positions.
- Load and offload company vehicles as required. Exercise safe lifting practices. May involve periodic lifting and carrying of items that may weigh up to 50 pounds.
- Maintain rapport with donors and their employees to foster continued support and a professional working relationship.
- Inspect product donations to ensure that safety and sanitation standards are met.
- Perform other duties as assigned by the Branch Manager or Boise Operations Manager to satisfactorily complete agency goals and objectives.

### Knowledge, Skills and Abilities Required:

- Requires High School Diploma (college degree preferred)
- Proficient in Microsoft Office products
- Truck scheduling experience preferred
- At least 1 year warehouse experience
- Must have experience in data collection and analysis, strong problem solving capability and ability to follow detailed instructions.
- Become ServSafe certified; commit to adhering to principles and practices of food safety.
- Ability to drive a box truck, automatic and standard vehicles, operate standard warehouse equipment and demonstrated ability in maintenance and basic repair of delivery equipment. Work inside freezers and coolers with a temperature of -10 to 38 degrees F.
- Strong commitment to quality record keeping, customer service, and operational efficiency
- Ability to manage multiple tasks with excellent organizational skills.
- Ability to work well with other staff and to relate to donors and agency representatives. Ability to work steadily and independently with minimum supervision and to follow standardized procedures.
- Ability to work diverse schedule.