



Operations Clerk Job Description

Location: Irvine, CA

Reports To: Director of Operations

Status: Full-time 40 hours (Monday - Friday), Non-Exempt \$22.00 Hr.

Benefits: We offer excellent Benefit Plans including incremental PTO Plan; 11 Paid Holidays plus a Birthday Floating Holiday. 403b retirement plan with a match. Medical & Dental insurance plans with majority paid by employer. Life Insurance plan paid by employer. Employee Assistance Program.

***Second Harvest Food Bank requires all new hires to be fully vaccinated for COVID-19.** This policy complies with all applicable laws. If any questions regarding this policy, please inquire.

Would you like to go to work knowing that every day you'll be making a real difference in the lives of at-risk people in your community? At Second Harvest Food Bank of Orange County that's exactly what you'll be doing. Every moment of your workday will directly impact our mission to provide food for those who need it, when they need it. **Come join our upbeat, collaborative team who are improving lives every day by taking hunger off the table.**

We are committed to living out the Food Bank's core values of **Integrity & Accountability, People First, Compassion, Purpose Driver, and Stewardship** in pursuit of our mission.

About Second Harvest Food Bank of Orange County

Second Harvest Food Bank's (SHFB) Vision: An Orange County with food and nutritional security for all. Our Mission: In collaboration with our partners, we provide dignified, equitable and consistent access to nutritious food, creating a foundation for community health. Since 1983 we have been a source of food security to all members of our community when they need our help.

POSITION DESCRIPTION:

The Operations Clerk performs a variety of key administrative and data entry functions for the Operations Department. Primary work may focus on Receiving functions, Distribution functions, or both. This position provides support to ensure all daily Operational duties are completed accurately, and on time. Qualified individuals for this position will have excellent written and verbal communication skills and will be comfortable communicating both internally and externally in a professional manner.

ESSENTIAL JOB FUNCTIONS:

- Schedules inbound deliveries and manages calendar, ensuring proper allocation of resources.
- Coordinates dock assignment for 3PL (3rd Party Logistics) as needed.
- Receives product into Ceres (Inventory Software), logs notes, and uploads documentation for audit preparation.
- Creates new items in Ceres and ensures all relevant information is included.
- Provides timely and accurate documentation to Sourcing and Administration teams.
- Prints pallet tags and ensures all pallets have tags.



- Completes USDA pre-receipts and other paperwork, including weekly DSS.
- Communicates to appropriate internal/external team when loads are incorrect.
- Adjusts and completes order confirmations daily in coordination with Inventory Control Specialist; ensures staging assignment and delivery information is clear for Logistics team.
- Creates pick lists for order fulfillment team.
- Cross references dock assignments with pick lists and orders.
- Assembles manifests with invoices and reports discrepancies to appropriate team.
- Invoice all orders in Ceres the day after delivery/pickup; communicates when paperwork is missing.
- Organizes and maintains files of invoices, donation orders, purchase orders and all Operations related paperwork.
- Disposes of product as needed within Ceres.
- Oversees a smooth and efficient partner pickup process including coordinating Forklift Operator support as needed, providing excellent customer service to Partner Network and communicating issues to appropriate team.
- This position requires the ability to work on-site.
- Other duties as assigned.

PROFESSIONAL QUALITIES:

Fundamental qualities, traits or attributes expected of a candidate to display in the role. Candidate may display greater aptitude of these qualities to progress.

- Maintains a positive and solutions-based attitude, even while under pressure and/or managing competing priorities and deadlines.
- Shows respect and is respected by others.
- Displays strong communication and team player skills.
- Takes ownership, initiative, and pride in their work.
- Ability to work independently with minimal supervision and guidance.
- Displays a clear understanding of professional behavior and etiquette.
- Meets or exceeds goals, or diligently works to course correct when needed.

PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS/ORGANIZATION REQUIREMENTS:

- Ability to lift 25 pounds
- Extended periods of sitting at desk on phone and computers
- Indoor office/warehouse environment with moderate noise at food bank location
- Valid Driver's License and Insurance
- Bachelor's Degree or equivalent job experience
- Proficiency with Microsoft Windows and office applications (Word, Excel, Access, Outlook) and standard office equipment

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed above are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Second Harvest Food Bank of Orange County, Inc. is an Equal Opportunity Employer