



## Operations Clerk Position Description

**Location:** Irvine, CA  
**Reports To:** Operations Manager  
**Status:** Hourly (Non-Exempt) \$23.14-\$24.50 (DOE)  
**Schedule:** Full-time, 40 hours (between Monday – Saturday)  
**Benefits:** We offer excellent Benefit Plans including incremental PTO Plan; 15+ 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 for by employer. Employee Assistance Program paid by employer.

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 Driven, 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 for 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:**

- Maintain an accurate and up-to-date receiving calendar to ensure timely tracking and coordination of incoming shipments and deliveries.
- Collaborate with external vendors to facilitate scheduling, rescheduling, and cancellations for incoming shipments, ensuring seamless communication and coordination to meet operational needs.
- Conduct thorough audits of incoming inventory, verifying quantities, quality, and accuracy, prior to data entry into the inventory software system (Ceres), to maintain precise and reliable inventory records.
- Accurately and efficiently perform data entry of incoming inventory into the inventory software (Ceres), ensuring the timely recording of all relevant information, including item descriptions, quantities, and locations.
- Maintain a well-organized electronic document repository, including invoices, receipts, and relevant records, to facilitate seamless audits and ensure compliance with established procedures and regulations.



- Ensure proper labeling of each pallet within the warehouse by affixing accurate lot labels, promoting efficient inventory tracking and compliance with quality control standards.
- Collaborate proactively with the relevant department(s) to address discrepancies when incorrect products are received, facilitating swift resolution, and maintaining accurate inventory records.
- Adjusts and completes order confirmations through inventory software (Ceres) daily in coordination with Inventory Control Specialists; ensures staging assignment and delivery information is clear for Logistics team.
- Utilize inventory software (Ceres) to create organized picking lists for the order fulfillment team, ensuring efficient next day picking and preparation of customer orders.
- Perform daily audits of order confirmations to meticulously verify that orders are picked and staged accurately, guaranteeing the readiness of shipments for next-day delivery, and minimizing errors in the process.
- Finalize community partner orders the day after shipment through inventory software (Ceres), meticulously cross-referencing the quantity picked with the quantity inputted into the system to maintain precise records and billing consistency; communicates when paperwork is missing.
- Systematically organize all paperwork associated with product distribution, including invoices, receipts, shipping manifests, and related documentation, to ensure efficient record-keeping and retrieval for auditing and reference purposes.
- Prepare and submit monthly distribution reports to the U.S. Department of Agriculture (USDA), ensuring accuracy and compliance with regulatory requirements to facilitate government reporting and accountability.
- Disposes of product as needed within Ceres.
- 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



The above statements are intended to describe the general nature and level of work performed, rather than to be an exhaustive list of all duties, responsibilities, and skills required for the position. The position duties may be changed at any time at management's discretion. This position description is not intended to create contractual obligations of any kind.

*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.*