



Community Choice Pantry Program Coordinator (Grocery Delivery)

Job Description

Classification:	Non-exempt
Status:	Full-time
Reports to:	Community Choice Pantry Program Coordinator
Location:	7900 East Baltimore Street, Baltimore, MD.

Summary/Objective

The Community Choice Pantry provides a one-week supplement of food and other available goods to individuals and families in need in Baltimore County. Baltimore County is comprised of a large service area, and we recognize that there are barriers to service which prevent some neighbors from accessing food via our Community Choice Pantry. To alleviate the transportation barriers that many neighbors experience, the pantry will deliver groceries to our outreach offices that are strategically placed throughout Baltimore County.

The Pantry Program Coordinator, under the leadership of the Director of Community Choice Pantry Services, is responsible for all aspects of the grocery delivery program.

Essential Functions

- Drives agency vehicles in compliance with all laws, regulations, and policies.
- Follows all health and safety regulations as well as agency policies.
- Completes all required paperwork to include daily DOT logs and submits them accurately and in a timely manner.
- Operates agency assigned vehicle to transport food products to CAN Outreach locations.
- Is responsible for the proper storage of food products in a safe and secure manner consistent with health regulations.
- Receives food orders using PantrySoft, fulfills orders, package orders for fast and efficient delivery, transports orders to the appropriate outreach location, distributes food to the appropriate neighbor at the appropriate pickup location during the designated window of service.
- Demonstrates a positive role model by maintaining the highest level of professional and ethical behavior when interacting with both internal and external customers.
- Uses technology for the completion of specific job duties.
- Works closely with the Pantry Intake Specialist to ensure that all data is captured and entered in the PantrySoft & HMIS systems accurately.



- Works cooperatively with others including all staff, supervisors, administrators, co-workers, community professionals, clients, vendors, and the public.
- Follows instructions and abides by Agency policies and procedures.
- Assumes other duties, responsibilities and special projects as needed.
- Promotes and represents CAN effectively, passionately, and professionally to all donors, volunteers and others encountered while performing all job functions.
- Other duties as assigned.

Secondary Functions

- Works cooperatively and effectively with Agency volunteers maximizing the volunteers' experience while meeting the needs of the programs.

Education, Experience and Knowledge

- High School or equivalent
- Valid Maryland Driver's License.
- Excellent customer service skills required.
- Serv Safe Food Handler certification a plus; willing to train candidate.
- Is comfortable driving a box truck up to 16 feet and other cargo vans.
- Logistics or operational experience required (5 years).
- Previous program coordination or management experience (5 years.)

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- ✓ Ability to work in an office environment.
- ✓ Ability to work in a warehouse environment.
- ✓ Ability to work in cold environments.
- ✓ Ability to communicate on the telephone.
- ✓ Ability to stand for long periods of time.
- ✓ Ability to walk up and down stairs.
- ✓ Ability to lift over 50 lbs.
- ✓ Ability to bend, lift and carry.
- ✓ Full awareness of environmental stimuli
- ✓ Ability to use a computer.
- ✓ Ability to operate a motor vehicle.

Abilities and Skills

- ✓ Effective decision-making and problem-solving skills.



- ✓ Attends work regularly per assigned work schedule (10am-6pm) and in accordance with agency policy.

- ✓ Must be organized, flexible and dedicated to quality service delivery.
- ✓ Ability to work independently and collaboratively with others.
- ✓ Ability to prioritize and manage multiple tasks effectively.
- ✓ Ability to complete tasks with numerous interruptions.
- ✓ Ability to work with little to no direct supervision.
- ✓ Demonstrate integrity and ethical standards in job performance.
- ✓ Ability to work with sensitive information and maintain a high degree of confidentiality.
- ✓ Ability to demonstrate compassion and respect for people with economic challenges.
- ✓ Ability to read, write, comprehend, and speak English.
- ✓ Knowledge of governmental benefits, community programs and other resources with ability to access same for the clients.
- ✓ Pays close attention to detail.

AAP/EEO Statement

Community Assistance Network, Inc., is an equal opportunity employer.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Employee Signature, Date