

## Job Description

### Position Title: Warehouse Coordinator

Reports to: Warehouse Operations Manager / Executive Director

Pay Band:

**Our Mission: “Let no one go hungry in our midst”**

**Our Vision: To meet the emergency food needs for all people in Northwestern Ontario**

*The RFDA works to secure and distribute donated food supplies equitably to community food banks and feeding programs across Northwestern Ontario. We teach, educate, and work with community partners to help end hunger and poverty in our region.*

**Position Summary:** Reporting to the Warehouse Operations Manager or Executive Director, the Warehouse Coordinator is responsible to efficiently and accurately manage the food order process for RFDA member agencies, affiliates, and emergency food requests. Responsible for receiving inbound and outbound freight and general warehousing. Must effectively communicate the warehousing throughput and facility management requirements to management and the warehouse staff team. The position is accountable for working as a team member by understanding warehousing methods of storage, capacity, product flows, distribution, delivery and providing functional support to the operations team.

### Duties and Responsibilities:

1. Input, manage, and maintain a digital computer inventory system;
2. Assist or direct the picking of orders and the packaging of food hampers;
3. Receive and ship freight within regular, varying, or emergency schedules;
4. General warehouse duties: stocking, maintenance, disposal, cleaning, and lifting up to 51 pounds;
5. Understand the operations of RFDA food bank or feeding program members, and employ continuous improvement principles to enhance distribution services to the network;
6. Assist, contribute and collaborate with the operations team to create daily delivery schedules;
7. Customer services duties, including: network correspondence, assist walk-in or drop-off donors, advocating on behalf of RFDA members; and public engagement;
8. Assisting with special events at the RFDA or off-site, including: set-up, breakdown, driving, serving as a spokesperson, or being a hands-on representative, as required;
9. Adhere to comprehensive warehouse safety procedures and policies. Participate in departmental safety and certification programs. Operate and maintain equipment, such as: hand trucks, powered and manual pallet jacks, forklift and reach trucks;
10. Assist with fleet operation and maintenance, meeting all regulatory, including CVOR requirements, and occasionally driving as required;
11. Attend all relevant staff/departmental meetings. Work within departmental budget allocations;
12. Other duties as assigned

**Qualifications and required assets:**

- Certificate or comparable work experience: Inventory, food handling, and volunteer mgt.
- Excellent communication skills, orally and in writing
- Computer skills with all Microsoft office products
- Excellent organizational and multi-tasking abilities
- Demonstrated negotiating and intervention skills
- Institutional Safety Management & First Aid certification
- Self starter and team player

**Personal suitability:**

Police security check

Candidate must be personable, understanding, and inclusive, as this position must relate to people from all walks of life. The candidate is expected to maintain confidentiality, be decisive, and be willing to work in a team supported environment.