

**Employee:**

**SEMCAAC  
Job Description**

**Job Title:** Food Shelf Manager  
**Department:** Outreach  
**Reports To:** Local Outreach Case Manager and/or Food Shelf Coordinator  
**FLSA Status:** Non-exempt  
**Prepared By:** Wendy Todd/Michelle Vitse  
**Prepared Date:** 6/15/98  
**Revised Date:** June 2002/April 12, 2005/July 14, 2009/April 2017/September 2017  
**Approved By:** Pat Georgens  
**Approved Date:** April 3, 2017, September 2017

**SUMMARY**

To provide program services to eligible food shelf recipients. This includes assisting clients in assessing needs, information dissemination, and making appropriate referrals.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned as required due to ever changing program and funder requirements.

Support, encourage, and advocate for food shelf recipients and refer those in need of additional services to the local Outreach Case Manager.

This position follows specific food shelf duties as established in the Food Shelf Operations Manual: ordering food, receiving and requesting donations, banking, tracking visits, monthly reports, housekeeping, quality control, food display, and lifting.  
Computer skills are necessary to complete monthly reports and general correspondence.  
Ability to enter client information and food shelf visits in Link2Feed and use Microsoft Office 365 for email and reporting.

Recruitment, training and scheduling of volunteers to cover and assist in the food shelf.

Develops good rapport with local community organizations, gives presentations, assists with food drives and provides information and statistics as needed.

Handles client crisis' in absence of Outreach Case Manager, calls Outreach Director for guidance as needed. Can manage outreach office operations in absence of Outreach Case Manager.

Position may assist local Outreach Case Manager, if time and workload permits.

Shares responsibility of outreach office cleaning and maintenance.

**SUPERVISORY RESPONSIBILITIES**

Supervises food shelf assistants and volunteers in the food shelf.

**QUALIFICATIONS**

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

**EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED) and one-year related experience; or equivalent combination of education and experience.

**LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization and the general public.

**PROFESSIONAL DEVELOPMENT**

Must be willing to engage in professional development efforts made available for the position to ensure that the Outreach Department stays in compliance with funder and program requirements.

**ACCOUNTABILITY**

The employee in this position will be expected to have a pleasant demeanor, a positive attitude, and a team commitment. Employee is accountable to the Outreach Services Case Manager and/or Food Shelf Coordinator. This includes completion of assignments, high standards of accuracy, attention to detail, and timely completion of assignments and tasks.

**TECHNOLOGY**

Must be proficient in Microsoft Office software. Must have experience with internet applications and learn program software programs. Basic scanning, uploading files and use of zoom and teams for meetings is required.

**MATHEMATICAL SKILLS**

Ability to work with mathematical concepts such as fractions, percentages ratios and proportions to practical situations.

**REASONING ABILITY**

Ability to define problems, collect data, establish facts and draw conclusions with in order to determine client and food shelf needs and eligibility.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Driver's license or access to transportation for staff trainings, meetings, and food delivery or pick-up.

**OTHER SKILLS AND ABILITIES**

Ability to be a strong advocate for the people being served by the programs of the agency. Excellent written and oral communication skills. Demonstrated interpersonal skills, professional judgment, tact, initiative, and resourcefulness.

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to write, type, or handle; and to talk and hear. The employee frequently is required to stand, move, and sit. The employee is occasionally required to reach with hands and arms and stoop, kneel, or crouch. The employee must regularly lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close and distance vision for reading and driving.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee may occasionally be exposed to outside weather conditions, due to donations. The noise level in the work environment is usually moderate. May have to attend a meeting outside of the office on occasion.

**SEMCAC RESERVES THE RIGHT TO REVISE OR CHANGE JOB DUTIES AND RESPONSIBILITIES AS THE NEED ARISES. THIS JOB DESCRIPTION DOES NOT CONSTITUTE A WRITTEN OR IMPLIED CONTRACT OF EMPLOYMENT. SEMCAC IS AN "AT WILL" EMPLOYER.**

**SEMCAC IS AN EQUAL OPPORTUNITY EMPLOYER.**

**DO NOT ANSWER THIS QUESTION UNLESS YOU HAVE BEEN INFORMED ABOUT THE REQUIREMENTS DESCRIBED IN THIS JOB DESCRIPTION.**

Are you capable of performing, in a reasonable manner, with or without reasonable accommodation, the activities described in this job description?

Please check one:      Yes              No

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***Employee Signature***

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***Date***

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***Supervisors Signature***

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***Date***

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***Directors Signature***

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***Date***