



Job Description for Food Rescue Coordinator/Driver

Job Title: Food Rescue Coordinator/Driver

Department: Operations

Reports To: Justin Larson

Supervises: N/A

Job Type: Full-time

Employment Classification: Non-Exempt

Position Overview:

Food Rescue Drivers are responsible for safely and efficiently picking up donated products from various donors such as grocery stores, restaurants, farmers, caterers, etc. Donated products are delivered to partner agencies or brought back to Second Harvest Food Bank for distribution. Food Rescue Drivers are required to positively act as ambassadors for Second Harvest Food Bank to maintain and build donor relationships, agency partnerships, and community support.

Duties and Responsibilities:

- Represent Second Harvest Food Bank in a professional, positive, and efficient manner to increase our distribution abilities, enhance donor relationships, and improve partner agency satisfaction.
- Safely and efficiently pick up a wide variety of donated products from grocery stores, restaurants, farmers, caterers, etc. on regular recurring routes. Food Rescue Drivers will, from time to time, be asked to pick up “call-in” donations in addition to the regular route.
- Must be willing to “recruit” donations from under-performing departments and or new donors.
- Adjust daily routes accordingly to maximize time and meet the needs of our donors and our partner agencies. Specified times will apply.
- Deliver donated goods to partner agencies (churches, shelters, senior housing facilities, schools, etc.) for distribution to the community or bring them back to Second Harvest Food Bank for distribution.
- Complete accurate reports for donations received and donations delivered daily, and provide this documentation to designated staff.
- Provide excellent customer service and communication to donors and partner agencies (grocery stores, restaurants, farmers, caterers, schools, churches, senior centers, etc.), including a timely response to phone calls and emails.
- Some office and computer time may be necessary (updating routes, entering data, staff meetings, etc.)

- Maintain a clean truck (cab of truck and food storage box) and any other equipment (pallet jacks, hand trucks/dollies, etc.)
- Perform vehicle pre-trip inspections every morning for vehicle maintenance and safety. Complete required logs/reports pertaining to vehicles and route/delivery information.
- Perform post-trip inspections for vehicle maintenance and safety. Complete required logs/reports pertaining to vehicles.
- Must be able to drive a box truck ranging from 12 feet to 26 feet long, legally, respectively, and carefully. You will be representing Second Harvest Food Bank of East Tennessee.
- Must follow maintenance schedules for vehicles and notify the Food Rescue Manager when there are any issues with vehicles.
- Follow DOT regulations and safety standards
- Performs other duties assigned by the Food Rescue Manager

Qualifications/Requirements:

- Must be able to maintain an attitude of positivity and respect as a representative of Second Harvest to food bank staff, donors, partner agency personnel, clients, and any other community members.
- Possession of a current and valid Tennessee driver's license with a for-hire (F) endorsement and a clean driving record.
- Ability to operate commercial delivery vehicles in a variety of weather and traffic conditions.
- Must pass a background check
- Must pass a drug screening
- Must have the ability to manage time efficiently and work independently with minimum supervision using independent judgment for decision-making.
- Must be able to effectively communicate and interact with people with diverse backgrounds and experiences.
- Must be able to deal with difficult people.
- Must be able to work as a team.
- Must have a clear understanding of and ability to articulate the mission of Second Harvest Food Bank.

PHYSICAL DEMANDS:

This is a very physically demanding position.

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 accommodation may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is regularly required to use hands to handle or feel, and reach with hands and arms. The employee is required to stand, walk, and sit; the employee is required to climb or balance; and stoop, kneel, or crouch. The employee must regularly lift and/or move up to 50 pounds using proper lifting techniques, frequently lift and/or move up to 75 pounds using proper lifting techniques, and occasionally lift and/or move up to 100 pounds using proper lifting techniques. The employee must be able to bend, squat, and reach overhead repeatedly. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. The employee must also be able to work in varying weather conditions and temperatures.

PREFERRED QUALIFICATIONS:

- High School Diploma or GED
- 1 to 3 years of customer service experience
- Excellent interpersonal communication skills
- Truck driving experience
- Food safety knowledge

Working Conditions:

- **Work Environment:** On-site and Off-site
- **Work Schedule: Monday-Friday.**
- **Start time is determined by route requirements per day of the week.** Daily starting time will vary between 6:00 - 7:30 am and will continue until the daily route is complete. The drivers on this route are typically back to Second Harvest warehouse between 2:00 pm and 4:00 pm.
- **Travel Requirements:** Daily

Compensation and Benefits:

- **Salary:** Salary is competitive and based on experience.
- **Benefits Package:** Health Insurance, Dental Insurance, Vision Insurance, Life Insurance, Simple IRA Retirement Plan, Roth IRA, Paid Leave, and Wellness Days off.

Equal Employment Opportunity Statement:

Second Harvest Food Bank of East Tennessee is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status.

Drug-Free Workplace:

We are committed to maintaining a drug-free workplace. This policy ensures a safe, healthy, and productive work environment for all employees.

This job description does not encompass all the duties of the role. Supervisors or managers may assign additional tasks as needed. The job description can be revised at any time and is not a contract for employment, nor does it alter the at-will employment status with Second Harvest Food Bank of East TN. Both Second Harvest Food Bank of East TN and the employee have the right to terminate employment at any time for any reason.

I have read and understand the above job description.

Employee Signature: _____ Date: _____