

POSITION TITLE: Logistics Coordinator-Order Puller
DEPARTMENT: Operations and Supply Chain
REPORTS TO: Warehouse Manager

DATE: November 2024
FLSA STATUS: Non-Exempt

Finding a great place to contribute your talent is a challenge so we thought we would share a bit about the Redwood Empire Food Bank, and why we choose to work here.

Every day, a group of talented, passionate, kind, hard-working people come together with one goal in mind – to improve our community. Specifically, we want to be sure that people in need of food receive help. We’re working to End Hunger in Our Community. The challenge before us is enormous. We provide food to over 140,000 people throughout the year. We consider our efforts to be noble, and the fight just. We have a strong set of Core Values developed by and for our team: Show Up Together, Bring the Joy, Nurture Each Other, and Seek Excellence to support our mission. None of this would be possible without our employees, they are the heart and soul of our organization.

JOB SUMMARY

The Logistics Coordinator’s primary responsibility is to manually build orders by palletizing various product using heavy equipment in the warehouse. This is done with safety, efficiency, inventory, and customer service in mind. The Logistics Coordinator has in-person interaction with transportation, inventory, volunteers and customers on a regular basis.

SUPERVISION

This position does not have any direct reports.

MAJOR RESPONSIBILITIES AND ESSENTIAL FUNCTIONS

The following reflects management’s definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons. To perform this job successfully, an individual must have regular and reliable attendance and be able to perform each essential function from the list below satisfactorily, with or without accommodation.

- Pull orders from warehouse accurately and efficiently according to priority and assignments using heavy equipment.
- Palletize orders properly to ensure effective loading and unloading.
- Perform barcode scanner functions such as, pulling orders, handbill, inquiry/lookup, moving pallet to new location, combine pallets, re-print tag, etc.
- Operate forklifts and pallet jacks with the upmost safety.
- Perform and log daily inspections of all equipment; forklifts, pallet jacks, floor scrubber and others.
- Adhere to logistics procedures and regulatory-compliance.
- Escalate problems such as poor quality, out of stocks, and damages.

- Adhere to daily and periodic cleaning schedule assignments and fill out cleaning log.
- Management of assigned space such as; cooler, freezer, deep storage, main floor, area 3, accessory row, dock, or other. Includes stock rotation, organization, cleaning, etc.
- Accurately record shipment data, weight, quantities, charges, damages, and HACCP CCP data.
- Report problems such as damages, shortages and quality non-conformance.
- Document and escalate customer service issues, order, receiving, inventory, and shipping errors.
- Develop constructive and cooperative working relationships.
- Complete documentation; pick lists, dump logs, and inventory transactions.
- Maintain AIB and Feeding America standards

REQUIRED SKILLS AND ABILITIES

- Ability to understand and communicate processes and procedures.
- Proficiency in precise data entry and transactional expertise
- Google Suite familiarity
- Ability to be proactive, take initiative, and to work collaboratively.
- Deadline and detail oriented.
- Ability to work with staff, customers, and volunteers from diverse backgrounds.
- Knowledge of principles and practices of safety programs.

EDUCATION AND EXPERIENCE

- Minimum of one year of related experience.
- Must have a high school diploma or equivalency.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS

The work environment consists of a busy warehouse where safety is a top priority. Employees must have the ability to work well under deadlines that may require overtime and weekend work on a periodic basis.

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.

While performing the duties of this job, the employee is regularly required to stand and walk; use hands to type, finger, handle, and feel; talk and hear. The employee is frequently required to reach with hands and arms above and below shoulder level. The employee is occasionally required to sit, crouch, and bend down at the waist. The employee must regularly lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

The physicality of the Order Puller role is to build pallets using cases, sacks and bags of food. This is repetitive movement for an eight plus hour day of lifting, bending, crouching, twisting, and stepping on and off a forklift. The primary equipment used is a stand-up reach forklift. Other equipment used includes a walkie-rider, which requires regular twisting movement, as well as pallet jacks, both manual and electric, which requires walking and twisting at the knee. Also, use of a sit-down forklift, which can be bumpy involving sudden jolts and jerks. The product being lifted can be awkward in shape and size, like 50-pound sacks of product or uniform, like packaged canned foods. The number of pallets built varies each day, but is between 15-30 pallets and can be up to 6 ft high, which requires reaching above the shoulder. Other responsibilities include, sweeping, mopping, using a sit-down

floor scrubber, and dumping full barrels weighing up to 350 pounds of food into totes. The role can take place in a cooler, freezer and dry storage space.

During a disaster, you and your family's safety is the first priority. As an essential service provider and, at times, a first responder, you are requested report to work as needed, or, at a minimum, to communicate your inability to report to work to your supervisor. Depending upon the nature of the emergency, regular staffing responsibilities may change.

- Ability to lift 100 pounds.
- Standing for 3 – 4 hours at a time.
- The data entry function requires that a staff member sit or stand at a computer for several hours at a time entering or manipulating data.
- Ability to work in varying weather conditions (rain, cold, heat, etc.).
- While performing the duties of this job, the employee is regularly required to stand and walk; use hands to finger, handle, feel, grasp, and type.
- Frequently required to reach with hands and arms above and below shoulder level.
- Occasionally required to sit, crouch, and bend down at the waist.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Occasional travel by vehicle and/or airplane may be required.
- The noise level in the work environment is usually moderate and may occasionally require the use of hearing protection equipment.

During a disaster, you and the safety of your family is the first priority. As an essential service provider and, at times, a first responder, you are asked to report to work as requested, or, at a minimum, to communicate your inability to report to work to your manager. Depending upon the nature of the emergency, regular staffing responsibilities may change.

POSITION DESCRIPTION ACKNOWLEDGEMENT

I acknowledge that:

- I have received a copy of this job description and I have read it.
- I have been given the opportunity to ask questions about the job description and agree that I will ask questions in the future if I need additional information or clarification.
- I have read the physical requirements for the position and confirm that I can perform all duties fully and safely with or without reasonable accommodation.
- If I need an accommodation to perform the duties fully and safely, I have shared my work restrictions with management and understand that I must provide a doctor's note supporting them (if I have not already done so).
- I will work with management should the need for a reasonable accommodation arise in the future.

I understand that:

- This job description does not represent an employment contract and my employment relationship with the Redwood Empire Food Bank is at-will.
- This position description is subject to change and other functions may be assigned/reassigned at management's discretion at any time.
- I understand that I am expected to adhere to all company policies.

It is my responsibility to:

- Read the job description.
- Ask questions if I need additional information or clarification regarding items covered in this job description.
- Work with management should the need for a reasonable accommodation present itself.

Employee Name (printed)

Signature

Date