

**CATHOLIC CHARITIES OF SOUTHEAST TEXAS**  
**Job Description**

**Position:** Program Associate – Market to HOPE

Salary Range: N-3

Job Classification: Hourly Non-Exempt Full-Time

**General Description:** Inventory and physical plant management for Market to HOPE (M2H).

**Organizational Relationships:**

Reports to: Market to HOPE Program Director

Also works with the President/CEO, Vice President of Programs, Office Manager, Receptionists, other agency staff, volunteers, vendors, and clients.

**Essential Duties and Responsibilities:**

- With oversight and guidance from the Program Director, receive and store deliveries and donations. Unload delivery trucks and various donations throughout the day. Assist with coordination/scheduling of pick-up and delivery of products.
- Drive 20-foot box truck to pick-up and deliver merchandise.
- Assign and oversee warehouse work tasks to volunteers and store clerks.
- Ensure adherence to food handling requirements as established by USDA, state, county, and city health departments, and the Southeast Texas Food Bank. Forward all packing slips, invoices, other records of all food received to Program Director. Ensure rotation of warehouse and pantry stock as appropriate using the first in, first out (FIFO) method with the exception of short dated inventory that should be distributed before product expiration. Furnish information as needed for preparation of all inventory and food distribution reports as required by the Southeast Texas Food Bank and other funding or regulatory entities.
- Notify Program Director of any product recalls. Check inventory and purchasing records to see if any affected items were ever received and/or remain in inventory. Alert Program Director if product has been received and disposition of that item. Prepare the products as directed in the recall for retrieval, return, or other disposal of product. Prepare Product Recall Impact Report to record the loss. Adjust all inventory records as needed. Maintain records of all recalls and final disposition of agency's response.
- Support Program Director with inventory management to include preparing lists of items needed, counting inventory, organizing storage in warehouse (pallet racks, coolers, and freezer) and market (shelves, coolers, bins), posting needed signage so that merchandise is easily stored and located, complete warehouse and store resets in accordance with food safety requirements.
- Maintain records of all equipment to include but not limited to inventory, service/maintenance schedules, and safety inspections. Coordinate with Program Director to request and schedule all routine service/maintenance. Identify and report

repair needs to Program Director. Coordinate work orders for approved repair requests. All major repairs must be approved by the President/CEO.

- Conduct daily inspections of the physical plant to assure clean and safe environment for everyone. Address deficiencies in accordance with program policies and procedures.
- Monitor overall physical plant needs to include but not limited to safety, janitorial, security, internal and external furniture, fixtures, and equipment, plumbing, electrical, and HVAC. Identify and report repair needs to Office Manager and Program Director. Coordinate work orders for approved repair requests. All major repairs or renovations must be approved by the President/CEO.
- Maintain all Feeding America, Southeast Texas Food Bank, USDA, and public health department requirements and guidelines.
- Obtain Civil Rights and Food Handler (Learn2Serve) training within 30 days of hiring and maintain thereafter.
- Complete agency truck driver training and obtain Forklift Driver Certification within 30 days of hiring and maintain thereafter.
- Participate in special projects as assigned by management.
- Submit all necessary and appropriate documentation to the Program Director and Vice President of Programs/or administrative support services.
- Adhere to all program funding guidelines (ex. USDA) and CCSETX policies and procedures.
- Attend periodic training or workshops as needed and relative to the position.
- Perform other duties as required by the Program Director, Vice President of Programs, or President/CEO, such as preparing for, attending and/or supporting special events and projects. Examples include: assisting with outreach activities, participating in staff retreats, United Way or other Funders' visits, agency fairs and speaking engagements, as deemed applicable.

**Nonessential Duties and Responsibilities:**

Performs other duties as assigned by the Program Director, Vice President of Programs and President/CEO.

**Supervisory Responsibilities:**

This job has no direct supervisory responsibilities.

**Minimum Education:**

High school diploma preferred.

**General Qualifications:**

- Background in grocery store or warehouse inventory/merchandising; building maintenance and/or janitorial service or related experience.
- Ability to safely operate/drive a 20-foot box truck. Must successfully complete agency safety training within 30 days of employment.
- Forklift Driver Certification or ability to obtain Forklift Driver Certification within 30 days of employment.
- Ability to lift 50 pounds numerous time throughout the day, and occasionally lift 60-100 pounds with or without assistance. It is the responsibility of each individual to never lift

beyond his or her own safe lifting limit. If an item is too heavy to lift, push or pull, and / or carry, the employee must break the box down into lighter, smaller, more manageable components, or ask for assistance from another employee or volunteer.

- Civil Rights Certification and Food Handler's Certification or ability to obtain these certifications within 30 days of employment.
- Must be able to work evenings and weekends.
- Demonstrated sensitivity to diverse cultures.
- Must have adequate/available and reliable transportation.
- The employee must provide a copy of their valid state identification card or driver's license and proof of personal automobile insurance to the Administration Office.

**Equipment Used:**

Telephone, personal computer, copier, fax machine, 20-foot box truck, forklift, trash compactor, bailer, manual and electric pallet jacks.

**Working Conditions:**

Work is carried out in a controlled, agreeable environment as generally represented by Catholic Charities. Special outreach events and food distributions will also take place at other locations throughout the 9-county service territory.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Frequent exposure to refrigerators (39 degrees) and freezer (below 0 degrees), loud noise and wet conditions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Contacts:**

Requires contact by telephone, in writing, and in person with all stakeholders including but not limited to vendors, volunteers, donors, funders, and government agencies.

**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 duties.

Ability to lift 50 pounds numerous times throughout the day, and occasionally lift 60-100 pounds with or without assistance. It is the responsibility of each individual to never lift beyond his or her own safe lifting limit. If an item is too heavy to lift, push or pull, and / or carry, the employee must break the box down into lighter, smaller, more manageable components, or ask for assistance from another employee or volunteer.

Must be physically strong, agile and dexterous, and undeterred by heights and adverse climatic conditions. Ability to climb ladders, work in refrigerators and freezers.

Must be able to work in a fast-paced environment. Constant walking, reaching at waist grasping, frequently pushing / pulling with arms. Ability to stand, reach overhead, reach at shoulder, reach at knee, reach at floor, bend, stoop, squat, crouch, kneel, crawl, climb stairs, climb ladders, pivot, twist, pinch, perform fine motor movements

Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and ability to adjust focus.

**Mental and Aptitude Requirements:**

Job requires ability to hear and speak; good writing and math skills; analytical, conceptual, and problem solving skills; and handling multiple tasks within the confines of deadlines.

**Work Performance Measures:**

- Must report to work on time.
- Must dress appropriately.
- Must keep all work accurate and current.
- Must adhere to agency employee handbook of personnel policies.
- Must maintain high level of knowledge of the program, its requirements, functions, and status, etc.
- Must treat people with dignity and respect. Inspire the trust of others. Work ethically and with integrity. Maintain and safeguard confidential information.
- Must adhere to the agency handbook of accounting policies and procedures.
- Must be responsible for protecting the confidentiality of information that may be of a personal or sensitive nature pertaining to employees, clients and/or the overall Catholic Charities agency.
- Must respect the client's right to self-determination.
- Must have flexibility in scheduling, availability for evening and weekend commitments.