

## Rhode Island Community Food Bank

### Job Description

Position Title: Order Picker  
(Warehouse Worker I)  
Reports To: Warehouse Supervisor  
Status: Non-Exempt (hourly)



**Our Mission:** The Rhode Island Community Food Bank works to improve the quality of life for all Rhode Islanders by advancing solutions to the problem of hunger.

**Our Vision:** We envision a state where no one goes hungry.

**Diversity Statement:** The Rhode Island Community Food Bank embodies diversity, serving every part of our state and engaging people from all communities and backgrounds in our work. We are an open and inclusive organization that welcomes, respects and values all people. Diversity strengthens our organization, so we take responsibility for attracting employees, volunteers and supporters with diverse identities and life experience. When we seek out, recognize and cultivate diversity within our staff, we create an enriched and more inclusive work environment. Ultimately, it is our collective wisdom that enables us to achieve our mission with creativity and compassion.

**Position Summary:** The Order Picker is able to efficiently and accurately complete each of the following tasks: Picking orders, coordinating daily production and expediting. The Order Picker is responsible for order picking 75%-85% of the time. Must effectively communicate the warehousing needs and respond to the needs of the operations management team and organization. The Order Picker is accountable for working as a team member by understanding warehousing methods of storage, capacity, product flows and providing operational support to the operations team.

#### **Order Picking Duties and Responsibilities:**

1. Picking orders within the monthly standard for cases per hour and within acceptable error rates.
2. Assisting with order checking.

#### **General Warehousing back-up responsibilities:**

3. Expediting as needed.
4. Assisting with disposals and general warehouse projects.
5. Understanding the work flow and the overall food bank operation in general and specifically how the work of the warehouse team affects other areas of the department.
6. Customer services duties include interacting with agencies that come in for orders, walk-ins making donations and representing the food bank, its work and mission to any visitors in the building.

7. Assisting with special events both at the food bank and occasionally off-site. Duties may include set-up, breakdown, serving as a food bank representative, etc.
8. Having comprehensive knowledge of safety procedures, equipment handling & training. Must participate in departmental training and certification programs. Also, safely operating equipment such as hand trucks, pallet jacks and powered equipment such as electric pallet jacks, forklifts and reach trucks after the completion of in-house training.
9. Providing general warehouse support including but not limited to, cleaning, supply management and keeping warehouse in compliance with all regulatory codes (A2H, Dept. of Health, OSHA, RICFB).
10. Other duties as assigned.

**Skills and Qualifications:**

- High school diploma or GED and at 3-5 years experience in warehousing.
- Forklift certification and experience using standard warehouse equipment including pallet jacks, man-ups and reach trucks.
- Experience with food warehousing and distribution strongly preferred.
- The ability to work with groups of people at varying levels and positions within an organization.
- Proficient with Microsoft Windows and Office environment (Word, Excel, Outlook) and standard office equipment.
- Ability to work on multiple projects with attention to detail, deal with interruptions, and maintain focus on tasks while producing accurate work.
- Ability to communicate effectively in a team environment consisting of other staff members and volunteers.
- Ability to work independently and as part of a team.
- Ability to work with people from diverse social and ethnic backgrounds.
- Must be able to pass a criminal background check.

**Working Conditions:** Work is typically performed in a warehouse environment and is subject to varying temperatures (exposed dock, coolers and freezers) in all seasons. Regularly lifts and moves objects up to 50 pounds. Regularly uses standard warehouse equipment, including forklifts and pallet jacks and also regularly uses computers. On occasion, works outside of normal working hours and occasionally drives to sites out in the community. There may be occasional travel to attend meetings and workshops.

By signing below, the staff member agrees to take full responsibility for the work outlined in this job description.

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Employee Signature

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Date