

**LOS ANGELES REGIONAL FOOD BANK
JOB AD**

POSITION: IOC Clerk
SUPERVISOR: IOC Manager
STATUS: Hourly/Non-Exempt



PAY RANGE: \$21.00- \$24.00 Hourly

The base pay offered will consider internal equity and may vary based on the candidate's job-related knowledge, skills, experience, and other factors.

LOS ANGELES REGIONAL FOOD BANK

The mission of the Food Bank is to mobilize resources to fight hunger in our community. To fulfill our mission, we source and acquire nutritious food and other products and distribute them to people experiencing nutrition insecurity through our partner agency network and directly through programs; energize the community to get involved and support hunger relief; and conduct hunger and nutrition education and awareness campaigns and advocate for public policies that benefit the people we serve. Food Bank employees are hired because of their unique skills, diverse perspective, and their commitment to our mission. This means that each of us, working together, will do all that we can to fulfill our vision that no one goes hungry in Los Angeles County. Our core values include: Respect, Stewardship & Accountability, Collaboration, Urgency, Service, Integrity and Diversity. Our organization is committed to maintaining a positive and engaging workplace for all employees.

ESSENTIAL FUNCTIONS

The IOC Clerk is responsible for performing general duties relating to quality assurance, verifying the integrity of products, verifying code dates on products received, determining the nutritional content of items received, and making sure agency orders are printed out and invoiced in a timely manner. This position will assist our agencies with any questions about their orders and ensure proper product allocation to specific warehouses, programs, and distributions (on and off-site).

WHAT YOU'LL DO

Strengthen Agency Service and Order Fulfillment

- Strengthen agency service by serving as a customer service liaison with registered agencies and supporting accurate and timely placement of orders.
- Support accurate order fulfillment by entering agency orders and preparing invoices in Navision accurately and timely.
- Deliver responsive customer service by handling phone calls, providing agency and general Food Bank information, communicating product availability, coordinating delivery or pick-up scheduling, and assisting agency representatives at the IOC desk/window.

Ensure Excellence in Inventory and Product Data

- Maintain reliable inventory information by ensuring current stock information for commodities is accurately reflected within WMS (Navision).
- Support accurate program administration by completing special program (CSFP, CACFP, MFM, CFAP, etc.) invoicing and related reporting accurately and timely.
- Establishes and maintains master files for products.
- Assists IC Supervisor with Physical Inventory preparation and counts.

Support Team and Operational Effectiveness

- Works effectively with other staff members at all levels of responsibility within the Foodbank.
- Assists IC Supervisor with training and cross-training efforts.
- Communicates professionally and productively with staff and leaders of other departments.
- Performs other such duties and projects as assigned by department leadership. Duties and responsibilities are subject to change based on business needs.

Ensure Product Quality and Receiving Excellence

- Verify product is wholesome /nutritional for consumption and that code dates are within Food Bank guidelines.
- Verify product is being entered into the Warehouse Management System correctly and that receiving documents are correct and accounted for.
- Ensure the product is received and put away within an expected amount of time.
- Ensure that Receiving Processes and Procedures are being followed.

QUALIFICATIONS

- High school graduate or vocational college courses desired
- Previous quality control experience in a warehouse or distribution environment or equivalent training.
- 2 - 3 years of experience in a general office environment, with at least 1 year of experience as an Inventory Control Clerk in a warehouse/distribution setting.
- Very good data entry, communication, and customer service skills.
- Experience with ERP systems is preferred
- Familiarity with general office equipment.
- Ability to work well with people of diverse backgrounds.
- Detail-oriented with a good aptitude for math
- Ability to speak and write Spanish is a plus.
- Proficient knowledge with Microsoft Office (i.e., Excel, Word, Powerpoint, etc.) and Google Suite (i.e. Calendar, Docs, Sheets, Slides, etc.),
- Communicates accurately, honestly, supportively and in a timely manner with external stakeholders and department and interdepartmental team members. Demonstrates strong planning, organizing, time management, and interpersonal skills.
- Passion for the Food Bank's mission and commitment to the values of the organization: collaboration, inclusion, diversity, equity, accessibility, respect, service, stewardship & accountability.

BENEFITS

We offer a comprehensive benefits package:

- Medical: Employee HMO coverage as little as \$10 per bi-weekly paycheck and access to Nonstop Health funds
- Dental: Employee HMO coverage available at no cost
- Vision: Comprehensive vision insurance with generous allowances for examinations and material costs
- Flexible Spending Accounts
- Employer-paid Life Insurance and Long-Term Disability
- Optional Long-Term Care Insurance
- 403(b) retirement savings plan with employer match
- Employee Assistance Program (EAP) with expanded Mental Health
- Employee recognition programs
- Growth & career development support for professional certifications and additional training resources
- Vacation: Two weeks annually for the first three years
- Holiday: Nine paid holidays; eligible upon date of hire
- Sick Leave Time available

As a part of the Food Bank's pre-employment screening process, all potential employees are subject to a Criminal Background Check.

In instances of a federal, state or locally declared emergency, Los Angeles Regional Food Bank is typically considered an essential service and emergency responder; all of its employees may be called in to perform regular or emergent duties.

The Los Angeles Regional Food Bank is proud to be an "Equal Opportunity Employer." Applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability or protected veteran status. The Food Bank fosters an organizational culture where ideas and decisions from all people help us grow, innovate, and serve in a rapidly changing world. We strongly encourage people from underrepresented groups to apply.

Interested in joining our team? To learn more about this opportunity and apply, visit our [Career Center](#).