



Community Resource Associate

Full-time / Non-Exempt. Pay Rate \$17.00 - \$19.00/hour

OUR MISSION:

The Chester County Food Bank seeks to create a food secure Chester County. We mobilize our community to ensure access to real, healthy food. Chester County Food Bank (CCFB) is a county wide, non-profit organization located in Exton, PA and has been in existence since 2009. CCFB works with over 160 agency partners to distribute over 3.5 million pounds of food annually to 10% of Chester County residents. We provide healthy food access and educational opportunities through programs.

POSITION SUMMARY:

The Community Resource Associate (CRA) works with various Food Bank teams to increase access to healthy food for our neighbors. This full-time position will work in the community to help improve the environments of the food pantries and cupboards to ensure a choice model. This position will also assist and support various administrative duties involved in compliance while engaging with the training of volunteers to collect necessary data. In addition, the CRA will assist with Food Access and Education through the mobile markets and help with outreach activities. This position is based at the Chester County Food Bank with the expectation that time will be spent in the community providing support and outreach.

RESPONSIBILITIES:

- Work with the distribution and agency relations team to help community partners create effective and efficient systems for safe and accurate food distribution.
- Assist with various administrative tasks to ensure accuracy of data collection and statistics.
- Support community partners with learning technology and systems necessary for distribution.
- Work as part of all CCFB teams to ensure food access and distribution.
- Adhere to protocols regarding security and confidentiality to protect personal client information.
- Focus on building relationships and deliver quality customer service.
- Assist with the function of the mobile market, community meal sales, food delivery, or garden programs as needed.
- Assist with partner agency gatherings and attend community events on behalf of the Food Bank.
- Participates with and supports various departments to ensure efficient and equitable distribution of services and products.
- Supports and promotes the mission of the Chester County Food Bank
- Other duties as assigned.

MINIMUM QUALIFICATIONS (Knowledge, Skills, and Abilities):

- Reliable transportation and possession of a current Pennsylvania driver's license with a clear driving record.
- Experience working in human service, customer service, **or related field.**
- Bilingual in Spanish/English strongly preferred.
- Experience with technology and database platforms.
- Working knowledge of Word, Excel, and PowerPoint applications
- Exceptional interpersonal skills with a high capacity to multi-task.
- Flexibility to work across departments with adjustable schedules at times.
- Strong communication skills, both written and verbal, with the ability to follow written and verbal instructions efficiently and effectively.
- Punctual and reliable



WORK SCHEDULE:

Full time - Monday to Friday between the hours of 7:00am and 5:00pm and 10% evening and weekends for scheduled events.

WORK ENVIRONMENT & PHYSICAL DEMANDS:

This position requires the ability to work in adverse conditions and extreme weather such as heat, humidity, cold, dirt/dust, pollen, precipitation, wind, and sun. The worker is involved in outdoor and indoor activities and subject to temperatures below 35 degrees F and above 90 degrees F. Outdoor elements such as precipitation and wind possible. The environment can be noisy and distracting.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- Communicating with others to exchange information, instructions, and ideas by means of spoken words, typed or handwritten notes, forms and other work materials, use of a computer, laptop, or other electronic device.
- Lifting: Ability to lift objects that includes moving objects in excess of 30 pounds.
- Sedentary work that primarily involves sitting/standing. Particularly for sustained periods of time.
- Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.
- Other movements required from time to time may include, but are limited to: Stopping, kneeling, stepping, crouching, crawling, reaching, pushing, pulling, grasping, and repetitive motion of hand, fingers, and wrists.
- Driving: Business vehicles that consist of refrigerated vans and company cars. Forklift training may be required.

EQUAL OPPORTUNITY:The Chester County Food Bank considers candidates for all positions on the basis of qualifications and without regard to race, color, religion, gender, national origin, genetic information, age, physical or mental disability, sexual orientation, marital status, or status as a Vietnam-era or special disabled veteran or other protected classification and in accordance with applicable federal, state, and local laws. Chester County Food Bank reserves the right to change this job description as conditions change.

TO APPLY: Please email or resume to jobs@chestercountyfoodbank.org. No phone calls, please.