Food Pantry Assistant
Milwaukee Community Crossroads

Interested candidates should email a brief cover letter and resume to bbobb@mccwi.org with "Food Pantry Assistant" in the subject line

---

Reports to: Emergency Food Pantry Manager
Schedule: Monday, Tuesday, and Thursday 9am-11am and 1pm- 3:30pm, Wednesdays: 12:30pm - 3:30 pm, Friday: 8am- 12pm
Pay Rate: $17.00/hr 403(b) defined contribution retirement plan with up to 3% match, generous paid time off package, phone/technology stipend for eligible positions, and expansive employee assistance program.

Summary
The Food Pantry Support role assists in pantry operations, including operational set up, participant intake, and guiding clients through the choice-model pantry. This role ensures our pantry has sufficient inventory by supporting food and supply tracking. The ideal candidate will be committed to supporting the community, communicating with dignity, helping to maintain a clean and organized environment, and building supportive relationships with clients and volunteers.

Essential Duties and Responsibilities

- Welcome participants, donors, volunteers, etc. and guide them through their experience or directing them to the appropriate person, serving a diverse community with dignity, equity, and respect.
- Support daily food pantry and CSFP program functions including:
    - Assist with stocking and preparing food pantry for distribution hours.
    - Determining program eligibility, explaining program rules and expectations, and performing intake assessment with participants requesting services.
    - Guiding participants through the full-choice pantry
    - Distributing CSFP Senior Stockboxes, infant needs items, and 3-5-day supply of supplemental emergency food.
- Utilize variety of databases for intake record keeping, client account updates, attendance tracking, and referral/connection to other social services.
- Assist with maintaining a clean, accessible, and organized pantry, completing program's maintenance log and bringing attention any potential hazards to supervisor.
- Help receive, record, and sort donations and deliveries from Hunger Task Force, partnerships, independent donors, and food drives. Fill out receipts and donation logs accordingly.
- Handle community members registration information confidentially and accurately input and record client information into pantry databases.
- Track pantry food, non-food, and supply inventory, and flag items that are low on stock to supervisor.

Qualifications

- Ability to greet community members with a welcoming attitude and communicate with dignity. Experience in customer service preferred.
- Attention to detail as it relates to logging information and maintaining compliance.
- Basic computer literacy and ability to operate client database accurately and with confidentiality.
- Ability to lift a minimum of 25 lbs. regularly; receive, sort, and distribute food and basic need supplies
- Commit to safety while maintaining a clean and organized space.
- Collaborate with diverse clients, staff, partners, and volunteers.
- Bilingual (Spanish/English) language skills required.

Work Environment

Milwaukee Community Crossroads is a multi-service organization that works to build strong neighborhoods full of opportunity. We approach that work through four core areas: housing, youth development, older adults, and food security – serving over 7,500 people each year. What began with American Baptist roots providing outreach to immigrants on Milwaukee's south side in 1921, MCC now serves youth, families, and older adults of all races, ethnicities, religions, and ages throughout the city of Milwaukee.

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 functions.

While performing the duties of this job, the employee is frequently required to sit; talk or hear; and use hands to handle, or touch objects or controls. The employee is regularly required to stand and walk. On occasion the incumbent may be required to stoop, bend or reach above the shoulders. The employee must occasionally lift up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Equal Opportunity Employer

Milwaukee Community Crossroads does not discriminate against any employee, applicant for employment, or client because of race, color, religion, national origin, sex, gender identity, sexual orientation, age, disability, veteran status, or other applicable legally protected characteristics. Milwaukee Community Crossroads is an equal opportunity employer.