



**Worcester Regional Food Hub  
Job Description  
3/27/24**

**TITLE: Operations Associate**

**STATUS: Temporary, Non-Exempt**

**REPORTS TO: Director**

**DESCRIPTION:**

Designed to bolster a robust regional food system, the Worcester Regional Food Hub's mission is to increase local food access and consumption and recruit, retain, and incubate local food entrepreneurs, collectively building healthy, sustainable, and just communities.

The **Operations Associate** is a temporary, non-exempt (hourly) position that reports to the Director. This Operations Associate will have primary responsibility for fulfilling the fresh produce pickup and delivery activities of the Food Hub. This position is responsible for warehouse receiving, truck driving, customer service, and overall warehouse, food storage, and inventory activities. In addition, this position assists in cleaning, sanitizing and setup responsibilities of Food Hub Facilities. This position involves locations in Worcester, MA and Fitchburg, MA.

**RESPONSIBILITIES:**

- Operate refrigerated box truck to pick up and deliver food; follow daily pickup and delivery instructions; follow all Food Hub policies and procedures related to truck operation and food handling; complete timely and accurate records of food pickup and delivery; maintain truck log book; perform truck inspections; report any truck maintenance issues to Director
- Safely operate and maintain warehouse equipment reporting any issues to the Director
- Follow all Food Hub policies and procedures related to all aspects of food handling.
- Maintain temperature, sanitation, and other logs required per Food Hub policies and procedures and by outside agencies, reporting any issues to the Director
- Perform quality control check of food.
- Participate in inventory related tasks.

- Conduct oneself in accordance with the positive image of the Food Hub with all vendors, staff, volunteers, donors, and visitors.
- Perform general handyman duties as needed, including troubleshooting problems, completing repairs efficiently, and ensuring that facilities are well-maintained and in good working order.
- Perform occasional tasks as assigned by the Director, which may include:
  - Complete general building cleaning and maintenance
  - Count, stack, store, and tag product; rotate stock
- Perform other duties as assigned as required to fulfill the operational needs of the Food Hub.

#### **QUALIFICATIONS:**

- Warehouse and driving experience preferred.
- Must meet MA Department of Transportation physical exam requirements, have a valid MA license and maintain a safe driving record.
- Must be able to stand for extended periods of time. Must be able to lift 50 pounds throughout the day.
- ServSafe Food Safety certification – training provided by Food Hub.
- Occasional evening/weekend work required.
- Preferred experience in general maintenance and repair work, with the ability to use hand and power tools safely and effectively.
- Effective organizational, communication and interpersonal skills.
- Ability to work as part of a team, handle multiple tasks and meet deadlines.
- Basic computer skills required.
- Commitment to the Food Hub's mission.
- Position **does not** require Commercial Driver's License (CDL).

Please e-mail [info@worchesterfoodhub.org](mailto:info@worchesterfoodhub.org) with cover letter and resume to apply.