Job Title: Warehouse Associate

Organization: Feed My People Food Bank, Eau Claire WI
Type: Full Time, Non-Exempt

About Feed My People Food Bank:
Feed My People Food Bank is the leading nonprofit organization dedicated to addressing local food insecurity. Our mission is creating equitable access to food for healthier communities with a vision of ending hunger in West Central Wisconsin. With a strong commitment to providing nutritious meals to those in need, we have been serving our communities since 1982.

Position Summary: Under general supervision of the Inbound or Outbound Warehouse Supervisor, the Warehouse Associate is responsible for supporting daily warehouse operations, including order fulfillment, receiving and shipping, inventory management, deliveries, facility upkeep, and customer service.

Position Responsibilities and Essential Function

- Accurately pick and prepare customer orders while maintaining a high level of order accuracy.
- Safely load and unload incoming and outgoing products, inspect shipments for accuracy and condition, and complete required documentation.
- Receive, stock, organize, and rotate products while supporting inventory control processes.
- Assist with inventory cycle counts and use warehouse inventory systems to locate and track products.
- Provide exceptional customer service and support to agency partners, food donors, warehouse visitors, and volunteers.
- Complete deliveries and product pickups utilizing large non-CDL class box trucks as assigned, ensuring safe operation of vehicles and proper handling of products.
- Operate material handling equipment (forklifts, pallet jacks, and hand trucks) and scanner system to safely locate, move, and track inventory.
- Maintain a clean, organized, and safe warehouse environment, including equipment, facility areas, and grounds.
- Follow all safety procedures and promote a safe environment for employees, volunteers, visitors, and anyone entering or working around warehouse vehicles and equipment.
- Perform additional duties and responsibilities as assigned.

Qualifications:

- High school diploma or equivalent.

- Reliable, positive, dependable attitude with strong customer service skills and the ability to manage multiple tasks in a fast-paced environment.
- Ability and willingness to work in refrigerated environments, including cooler and freezer areas, for scheduled periods of time.
- Strong reading, basic math, and organizational skills.
- Basic computer skills and the ability to learn and effectively use inventory management software.
- Valid driver's license with a clean driving record
- Ability to work independently and effectively with diverse groups of employees, volunteers, donors, and community partners.
- Flexible and dependable, with the willingness to work overtime, weekends, or adjusted schedules based on operational needs.
- Ability to regularly lift up to 50 pounds and frequently perform physical activities including lifting, bending, turning, standing, and walking.
- Ability to obtain and maintain forklift certification within 30 days of employment.
- Ability to pass a background check and drug test.

Preferred Education/Experience

- Previous experience in warehouse operations, shipping and receiving, order fulfillment, or inventory management.
- Forklift operation experience and certification.
- Previous commercial or delivery driving experience.