

OUR EXCITING OPPORTUNITY

Community Action Partnership has an exciting opportunity for

The Emergency Food Assistance Program (TEFAP) Coordinator

The TEFAP Program Coordinator will assist with the daily operations, the development and implementation of program procedures and ensure that requirements are aligned to build sustainable support in impacting the lives of hundreds of residents; playing a critical part in the work and dedication of *Community Action Partnership of Orange County's* initiatives. It's leadership with a cause and the rewards are immeasurable!

WHO WE ARE

Born out of the War on Poverty more than 50 years ago, Community Action Partnership Orange County (CAP OC) is a trusted resource for Orange County community members who face obstacles such as food insecurity, unemployment, economic turmoil and more. We walk alongside the people we serve, and we act to meet immediate needs without delay. Our programs help empower people to improve their lives and their communities. We see poverty as an unacceptable reality for our neighbors and rally with key partners to help facilitate change.

CAP OC hires professionals who support and embody the following **EPIC** values:

Going above and beyond in every interaction and activity we undertake. We strive for **EXCELLENCE** in service, keeping a pulse on the most up to date innovations within our industry. Together we continually assess and improve the way to work and enhance the strategies we utilize to meet the needs of our community.

Reaching our goals by working collaboratively with each other and our community. We are working to do the things that have not been done: empowering families and individuals to financial independence, breaking the cycle of poverty, creating financial equity, combating food insecurity, and establishing healthy and energy-efficient living conditions for all through social innovation. All of this takes **PROACTIVENESS**, and an intrinsic motivation that drives us to go above and beyond to create cutting-edge trends and program designs. We have the will and the energy and won't stop until the needs of our underserved community no longer exist.

We are a team of high **INNOVATION**. We value the work we do; the people we serve; and treat each other with respect and kindness. We also have an environment of engaging in social economic justice by sharing of ideas and not afraid to try new things that increases our educational capacity. We think outside of the box, and challenge prevailing assumptions about issues of poverty.

Reaching our goals by working in partnership with each other and our community. The work we do is deeply rooted in the **COLLABORATION** we have with our community and its citizens. We care about the legacy of community action partnership and go above and beyond to ensure we support each other in bringing forth the services and resources that will positively change generations forever.

We have remained true to our mission *“We seek to end poverty by stabilizing, sustaining and empowering people with the resources they need when they need them. By forging strategic partnerships, we form a powerful force to improve our community.”*

VALUES

In addition to our EPIC values our external values are as follows:

Leadership

We are guiding critical shifts in how people think and act to address the root causes of poverty

Collaboration

We bring together all capable partners to achieve transformative results

Trust

For over 50 years, the community has counted on us to empower those in need

Compassion

We treat each person we serve respectfully and with great care

Justice

We are passionate about advocating for those living in poverty and creating equity throughout the region

WHAT YOU WILL ACCOMPLISH IN THIS ROLE

Works under general supervision of the Warehouse Manager coordinating The Emergency Food Assistance Program (TEFAP), food order processing and deliveries working closely with Agency Relations Department and the Warehouse Manager.

Position will pay \$23.00 per hour.

ROLES AND RESPONSIBILITIES

- As the first point of contact for The Emergency Food Assistance Program (TEFAP), partner agencies exhibit excellent customer service techniques, providing a positive and professional representation of the Food Bank.
- Process The Emergency Food Assistance Program (TEFAP) orders via phone, email and walk in.
- Completes invoices for all outgoing food orders for The Emergency Food Assistance Program (TEFAP).
- Completes weekly, monthly related report for The Emergency Food Assistance Program (TEFAP).
- Control the flow of The Emergency Food Assistance Program (TEFAP) incoming and outgoing food.
- Type correspondence from rough drafts, proofreads to ensure accuracy, types envelopes, labels, etc.
- Compose routine correspondence; assume responsibility for routine monthly and cycle counts inventory.
- Maintain filling systems using established methods for quick and easy storage and retrieval.

- Maintain and organize The Emergency Food Assistance Program (TEFAP) warehouse designated area.
- Schedule food pick-ups for Food Bank partner agencies.
- Read and routes incoming mail, responds to routine requests.
- Make copies from originals ensuring copies are clean and neat.
- Completes reports and other documents utilizing research skills when necessary.
- Communicate closely with Agency Relations Department.
- Consistently provide excellent customer service in a manner reflective of the spirit of the Agency's Mission Vision, and Promise.
- Must have English communication skills.
- Other duties as assigned.

THE IDEAL CANDIDATE HAS KNOWLEDGE AND EXPERIENCE IN

- Office and business procedures.
- Be able to work weekends and/or evenings as needed.
- Establish filing system for easy storage and retrieval.
- Use the telephone for supportive referral sources such as Shelters, Child Protective Services, doctors and social services agencies.
- Customer service oriented.
- Ability to Multitask.
- Computer oriented.
- Fluent verbal and written English language skills and mathematical skills sufficient to create compose or compile information and data for reports or presentations. Familiarity with Microsoft Office, WORD, EXCEL, POWERPOINT and ACCESS as well as Windows XP a plus. Position requires computer literacy and data entry proficiency.
- Establish and cooperative relationships with Agency staff, Food Bank patrons, volunteers and others of varied backgrounds.
- Operate and use a 10-key calculator, computer, printer and typewriter.
- Must be able to work outdoors in varying temperatures and weather conditions.
- Communicate orally to effectively deal with the public.
- Add, subtract, multiply and divide using whole numbers and decimals.
- Understand and comply with health and safety regulations of a food warehouse.
- Establish and maintain rapport with staff, clients and others from culturally diverse backgrounds.
- Work weekends, evenings and/or holidays if needed.
- Fluently speak, read, and write Spanish is desirable.

EDUCATION AND EXPERIENCE

Required: 1-3 years or more related experience, with High School diploma or equivalent and/or experience.

Preferred: Bachelor's Degree and/or 3-5 years equivalent work experience.

TRAVEL

Possess a valid California Driver's License with a driving record that meets minimum standards established by CAP OC insurance carrier, proof of vehicle insurance, access to a vehicle and willingness to drive/travel when required.

Typically, travel is required throughout Orange County, and occasionally to other areas as needed, during the business day using a CAP OC Class C truck. May be required to use personal vehicle. Possible travel during evening hours, possible out-of-the-area and overnight travel may be required.

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.

While performing the duties of this job, the employee is regularly required to bend, stoop, reach, pull, push, stand, kneel, sit, twist, turn, walk, bend at the waist, talk and hear, vision abilities include close vision, distance vision, color vision, ability to adjust focus, prolong manual dexterity of wrist and fingers, and prolong computer work. The employee must regularly lift and/or move objects up to fifty (50) pounds. Employee will experience prolong periods of both sitting and/or standing. May be called upon to work outdoors in varying temperatures and weather conditions. Work is performed in a Warehouse environment with variations in temperatures based upon outdoor weather conditions.

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HOW TO APPLY

Please Apply at Community Action Partnership of Orange County's website at www.capoc.org.

MEDICAL EXAMINATION AND BACKGROUND CHECK

A medical examination is required of each new employee whose physical condition must meet the minimum requirements prescribed for the position. In addition, prospective employees must pass a pre-employment physical, drug screen, Live Scan and background check. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

THE PROMISE OF COMMUNITY ACTION

Community Action changes people's lives, embodies the spirit of hope, improves communities, and a makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

