

OUR EXCITING OPPORTUNITY

Community Action Partnership has an exciting opportunity for

Warehouse Administrative Clerk

The Warehouse Administrative Clerk will assist with the daily operations of the Orange County Food Bank. Interface with partner organizations, answer phone calls, schedule deliveries, sign-in volunteers upon arrival, completes donor receipts, and invoices for outgoing food.

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 providing administrative support for daily operations of the Community Action Partnership of Orange County, Orange County Food Bank.

Bilingual in English/Spanish required.

Starting salary for this position is \$23.00 per hour.

The work schedule is 100% in a CAP OC location for entire work week.

ROLES AND RESPONSIBILITIES

- As the first point of contact for those entering the Food Bank, provide excellent customer service, providing a positive and professional representation of the Food Bank.
- Sign-in volunteers as they arrive and depart.
- Completes invoices for all outgoing food, which includes handling money.
- Completes donor receipts.
- Control the flow of visitors through the warehouse.
- Type correspondence from rough drafts, proofreads to ensure accuracy, types envelopes, labels, etc.
- Compose routine correspondence, assume responsibility for routine responses and follow-up.
- Maintain filing systems using established methods for quick and easy storage and retrieval.
- Answer, screens and refer phone calls, make phone calls using tact, diplomacy, being courteous and assisting where possible.
- Establish delivery appointments for incoming shipments of food.
- Schedule food pick-ups for Food Bank partner agencies.
- Read and routes incoming mail. Respond to routine requests.
- Make copies from originals ensuring copies are clean and neat.
- Completes reports and other documents utilizing research skills when necessary.
- Twice daily address partner organization representatives with inventory availability and other topics.
- Other duties as assigned.



THE IDEAL CANDIDATE HAS KNOWLEDGE AND EXPERIENCE IN

- Providing exceptional customer service to staff, volunteers, business partners, vendors, participants, and visitors.
- Dealing with the public in a friendly effective way to answer questions quickly and correctly, resolve misunderstandings and/or conflict.
- Working both independently and collaboratively within a team, working accurately and efficiently on a consistent basis without assistance.
- Working effectively within demanding time constraints and/or multiple tasks, while being detailed oriented.
- Ability to multitask, stay organized, and adhering to timelines.
- Understanding and complying with health and safety regulations of a food warehouse.
- Office and business procedures within a large team environment, use of computers, printer, fax machines, 10-key calculator, and maintain a filing system for easy storage and retrieval.
- Various software platforms for both inventory systems, time, and attendance

IDEAL CANDIDATE MUST BE

- Customer service oriented: Establish and maintain effective working relationships with CAP OC's staff, participants, vendors, and representatives of other organizations.
- Ethically Focused: Understand ethical behavior and business practices and ensure own behavior and the behavior of others are consistent with these standards and aligns with the values of the organization.
- Inclusive: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational and program effectiveness.
- Work focused: Being detailed oriented while working accurately and efficiently on a consistent basis without assistance.
- Flexible: To changes in workdays and work hours. May require working weekends/ evenings/ holidays when/if needed to meet client/production demands. Must be able to work outdoors in varying temperatures and weather conditions.
- Language skilled: Demonstrate clear, concise, and effective communication skills both orally and written in English and Spanish languages.
- Mathematical: Add, subtract, multiply and divide using whole numbers and decimals, create, compose, and complete mathematical equations on a computer or to complete forms for reports and/or presentations, compile numbers, statistical data, and obtain other information for forms, reports, and presentations.
- Computer literate: Competently use the Internet, Web based databases, Microsoft Office (Word, Excel, PowerPoint, Outlook, Teams, and Access), Time and Attendance systems, and other applications. Use a variety of computer databases to ensure that accurate inventory, client records, statistics and reports are completed.

EDUCATION AND EXPERIENCE

High school diploma or GED and 1-3 years or more related experience, some college education desirable.

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 local during the business day to/from CAP OC locations and incumbent will use personal vehicle. Possible travel may be during evening hours and possible out-of-the-area and overnight travel.



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, prolong computer work and prolong sitting and/or standing. The employee must regularly lift and/or move objects up to fifty (50) pounds. Work is performed in a warehouse environment with varying temperatures, will experience areas without direct air conditioning or heating, and may work outdoors in varying temperatures and weather conditions.

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 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.

HOW TO APPLY

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

