

JOB DESCRIPTION

Agency Clerk

Job Title: *Agency Clerk*
Reports to: *Agency Relations Manager*

Department: *Agency Relations*
Classification: *Full Time, Hourly,
Non-exempt*



JOB SUMMARY

The Agency Clerk will be responsible for providing customer service to Kansas Food Bank partner agencies when picking up orders from the warehouse. The Agency Clerk assists agencies in placing orders, schedules agency pickup appointments, checks in agencies on arrival, and prepares product tickets and invoices. Responsibilities include managing the Agency Express online ordering system, and working with warehouse staff to track orders.

PRINCIPLE DUTIES AND RESPONSIBILITIES

- Participates as a member of the Leadership Team to bring information regarding agency scheduling and interactions.
- Supports the day-to-day operations of the Agency Express online ordering system.
- Provides routine training and support to agencies in using Agency Express.
- Works with agencies in placing orders using Agency Express.
- Using Agency Express, prepares "pick" tickets for use in the warehouse to pull and prepare orders for pickup.
- Tracks agency order status from time of order placement to warehouse order "picking" prepping, and agency pickup.
- Supports warehouse cycle-counting and inventory.
- Prepares invoices to accompany agency order pickups.
- Maintains electronic filing of agency orders, invoices, reports, certifications and miscellaneous documents through scanning and attaching to electronic agency cards.
- Schedules and manages the agency dock calendar for order pickups, and return of materials.
- Monitors perishable product for food safety expirations; discards product as needed.
- Maintains daily temperature logs as required by regulation.
- Maintains data entry of product donations; store pickup donations and walk-in donors, preparing donor receipts as necessary.
- Ensures timely collection of data from agencies picking up products from stores in outlying areas.
- Maintains timely electronic filing of warehouse documents, including but not limited to, donation receipts, driver's logs, maintenance logs, temperature logs, rodent logs, etc.
- Conducts warehouse inspections when assigned.
- Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- A self-starter and strategic thinker, with the ability to set priorities, multi-task and meet deadlines.
- Commitment to The Kansas Food Bank's vision, mission and values.
- Passion for people and building strong relationships and community connections.
- Demonstrated ability to work well with all levels of internal management and staff, as well as external stakeholders.
- Patience and the ability to maintain a calm demeanor.
- Excellent interpersonal, written, and verbal skills.
- Computer skills, with literacy in Microsoft Office and email applications.
- Proficiency in using various office equipment such as phones, copiers, scanners, fax machines, etc.
- Ability to work with discretion and maintain confidentiality.
- Ability to follow all food safety policies required by the Kansas Food Bank.
- Required Education: High School Diploma or equivalent.
- Must possess the desire and ability to continue with on-the-job education and training in support of the potential for advancement.

WORKING CONDITIONS

This position operates in an office and warehouse environment and requires continual use of a computer and other office equipment. Position involves lifting and carrying of items that may weigh up to 50 pounds. Will need to be able to work outside normal working hours at times.

POSITION TYPE & HOURS OF WORK

Occasional night, weekend or on-call work will be required.

This position description is not designed to be a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.

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