

<b>Job Title</b>	Community Resource Representative
<b>Employer/ Agency</b>	Houston Food Bank
<b>Job Description</b>	<p><b>POSITION SUMMARY:</b> The Community Resource Representative is responsible for serving neighbors while helping the department achieve poundage goals through highly efficient processes. This role is responsible for greeting, training, and supervising volunteers while maintaining the safety of the food supply chain and other compliance initiatives.</p> <p><b>ESSENTIAL JOB FUNCTIONS:</b></p> <ol style="list-style-type: none"> <li>1. Provides exceptional service to neighbors assisting in a respectful and compassionate manner.</li> <li>2. Oversees program and partner operations in the Community Resource Center ensuring compliance with regulations, policies, and procedures at all times.</li> <li>3. Ensures the pantry remains stocked and prepared for daily operations, including rotating products and keeping the community resource center areas clean. This includes inventory best practices in recording incoming/outgoing items and rotating products to minimize waste.</li> <li>4. Assists with compiling monthly metrics.</li> <li>5. Prepares regular reports on pantry activities.</li> <li>6. Ensures educational resources and community resource materials are consistently incorporated throughout the pantry and are easily accessed by the community.</li> <li>7. Maintains all Community Resource Center and warehouse assigned storage areas clean and safe following sanitation guidelines.</li> <li>8. Ensures equipment is maintained.</li> <li>9. Greets, trains, and supervises volunteers, as needed.</li> <li>10. Assists with projects geared directly to the Community Resource Centers' efficiency and effectiveness.</li> <li>11. Communicates clearly and effectively while leading and contributing as a productive member of the Equitable Access team.</li> <li>12. Provides support to other team members with relevant tasks and contributes to problem resolution on different projects.</li> <li>13. Attends relevant meetings, adheres to deadlines, and participates as a vital member to collectively advance organizational, departmental, and team-level objectives.</li> </ol>
<b>Qualifications</b>	<p><b>QUALIFICATIONS:</b></p> <p><b>Education/Experience:</b></p> <ul style="list-style-type: none"> <li>• High School Diploma from an accredited school or general education development (GED) certificate</li> <li>• 2 + years of customer service experience</li> <li>• Bilingual English/Spanish preferred</li> </ul>

	<b>Certificates, Licenses, and Registrations:</b> <ul style="list-style-type: none"><li>• Must have reliable transportation, a valid driver's license, and insurance.</li><li>• Forklift certification preferred or be able to obtain within the first 30 days of employment</li></ul>
<b>Salary/Hours</b>	Starting Pay: \$19.00 - \$23.75; Full-Time
<b>City, State, Zip</b>	Houston, TX
<b>Application Method</b>	Apply Here: <a href="https://www.houstonfoodbank.org/about-us/employment/">https://www.houstonfoodbank.org/about-us/employment/</a>
<b>Opening Date</b>	Immediately

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