



Nuestra Casa

Nuestra Casa Job Description

Food Distribution Site Lead Connector

Mission: Nuestra Casa has served the needs of the immigrant Latino/x community of East Palo Alto and the mid-peninsula since 2002. Our mission is to uplift Latino/x families in East Palo Alto and the mid-peninsula through community education, leadership development, and advocacy. Nuestra Casa's programming also serves low-income residents and is community-led and informed.

Job Description

Position: Food Distribution Site Lead Connector

Salary: \$ TBD / per hour

Type: Part time (20 hrs. per week)

Language: Spanish (*Bilingual: English/Spanish*)

Experience: At least 2-years/Excellent Customer Service Skills

Purpose of the Position:

Plan site activities to ensure timely food distribution, manage teams, monitor product quality, and secure site safety and compliance. Deliver excellent customer service. Interact professionally with our suppliers, clients, and volunteers. Treat all constituents with dignity and respect. Serve as a positive representative of Nuestra Casa, helping achieve the organization's mission.

Skills Needed:

Equivalent work experience demonstrating compliance knowledge and controls related to fleet management and employment requirements. Ability to set priorities and solve problems, while working under pressure and thriving in a fast-paced environment. A metrics-driven mindset with analytical skills. Ability to achieve goals through others. Excellent customer service skills. Ability to motivate and develop team members. Ability to convey difficult messages and work strategies. Excellent communication skills, professional behavior, and interpersonal skills. Critical Thinking. Demonstrated ability to determine root cause findings, take corrective action, and have problem solving skills. Good verbal and written reporting skills if necessary. Detail-oriented, with the ability to properly handle personal, confidential information. Able to perform duties on a tight schedule. Bilingual, English/Spanish. Strong communication skills are a must. Proficient in basic computer applications, such as word processing, spreadsheets, and internet usage.



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Key Duties and Responsibilities

- The Food Distribution Site Lead is responsible for managing a fast-paced transportation and delivery department to deliver food products for families in the community, at previously established sites.
- Coordinates activities of the food distribution team and delivery drivers, who interact with our sites.
- Responsible for excellent customer satisfaction, day's activity planning, on-time food distribution, team management, product quality, safety, and compliance with team activities.
- Directs staff and has operational control over activities of team members.
- Maintains the highest standards of quality, precision, safety and punctuality, including mobile site distribution set up.
- Works with team members to ensure accurate product counting, verification, distribution, and excellent customer relationships.
- Ensures that safety is the number one priority for all staff, volunteers and customers, above all other goals and objectives.
- Motivates team members to achieve the values, mission and vision principles of Nuestra Casa
- Develops and maintains excellent customer relationships, acting proactively to resolve potential problems and adapting to ever-changing situations.
- Remove daily barriers to support positive results.
- Works in collaboration with the program coordinator to ensure the achievement of objectives.
- Provides motivation to team members through recognition and positive feedback.
- Provides direct orientation and training to team members and volunteers.
- the team to get the job done.
- Build trust and respect.
- Delegate assignments to team members.
- Understand and monitor the objectives of the program and the root cause of poor performance.
- Implement corrective actions to drive results.
- Pay special attention to labor costs.
- Support our Green Waste Program, ensuring that waste products are classified and accounted for correctly.
- May complete a variety of reports to support the program coordinator.
- Performs other tasks as needed
- Ability to lift boxes of food repetitively ranging from 25 lbs. to 40 lbs. as needed during distribution hours ranging from 4 to 6 hours.



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WORKING CONDITIONS/PHYSICAL DEMANDS

The work is performed at approximately 5 different sites, some with multiple layouts, in East Palo Alto and Redwood City CA, based in churches, public housing sites, and school parking lots. Personnel work outdoors in adverse weather conditions when necessary.

Reports

To: Food Recovery Program Coordinator and/or EJ Program Manager

Hours: Part time (20 hours per week) Wednesday & Saturday. Must be very flexible with start times, days, and reporting location. These may change as business needs change.

How to Apply. All interested parties should submit a cover letter and resumé to Nuestra Casa at ***info@nuestracasa.org***

This position is open until filled. Nuestra Casa is an equal opportunity employer.