



## **Choice Pantry Operations Associate**

**Location:**  
Trenton, NJ (primary)

**Position Type/Classification:**  
Full-Time / Hourly / Non-Exempt

**Reporting To:**  
Assistant Director, Resource Network

**Compensation/Salary Range:**  
\$24/hour

### **Organization Overview**

HomeFront's mission is to end homelessness in Central New Jersey by harnessing the caring, resources and expertise of the community. We lessen the immediate pain of homelessness and help families become self-sufficient. We work to give our clients the skills and opportunities to ensure adequate incomes, and we work to increase the availability of adequate, affordable housing. We help families advocate for themselves individually and collectively.

In an effort to enhance our services and increase access to food, other basic necessities, and resources, HomeFront is expanding to the heart of the West Ward of the City of Trenton. We are opening a new location in the West Ward, including a Choice Food Pantry and Resource Hub, right in the neighborhood of the families who need it the most!

### **Job Summary/Objective**

The HomeFront Resource Network Team believes that families need basic necessities to live a life with dignity. The Resource Network team works together to provide these items to HomeFront families by harnessing the resources of our community. The Resource Network team treats all clients, donors, colleagues, and volunteers with respect and values the important role each plays in making the Resource Network possible.

HomeFront serves thousands of families a year that are seeking the wide range of support services that HomeFront offers, with food being at the forefront of basic necessities we offer. The Choice Pantry Operations Associate is essential to ensure smooth effective service to clients. This role will be hands-on in overseeing the daily operations of the Choice Food Pantry while ensuring trauma-informed service to all families seeking our assistance. The Choice Pantry Operations Associate is also pivotal in maintaining the behind-the-scenes operations of our food pantry and food outreach efforts, ensuring proper inventory and organization of food and essential items. They will also work closely with leadership to develop and maintain food access programming.

### **Essential Job Functions/Responsibilities**

- Greet and support clients in navigating the Choice Food Pantry and answering any questions or concerns
- Support front desk operations and client intake during pantry distribution
- Work with leadership and food pantry volunteers to maintain accurate inventory of HomeFront's main sources of food: from our food bank, donated food, and purchased food
- Ensure volunteer coverage of all needed areas during client shopping hours and oversee Choice Pantry volunteers during shopping to ensure efficiency and trauma-informed service
- Work with Resource Network leadership to assist with maintaining overall operations of food pantry, including preparation of food bags and supplies for other food outreach efforts
- Ensure pantry is ready for client shopping days, ensuring the pantry restocked with all items given out during distribution (food, hygiene items, personal care items, diapers, wipes), including preparing and bagging meat, fresh produce, baked goods, and other extra items
- Work with colleagues to maintain awareness of inventory levels of hygiene items, diapers, and other non-food items
- Maintain order, organization, and cleanliness of food pantry and client shopping area, including, but not exclusive to: collecting shopping carts from the parking lot, moving and re-arranging food pallets, and moving cases of food items
- Sort and organize food donations, baby formula, baby food, fresh produce, baked goods, and other food items, checking expiration dates and assuring quality
- Maintain proper temperatures and cleanliness of food pantry refrigerators and freezers
- Maintain accurate client records through files and database entry
- Complete monthly food inventory reporting

### **Required Experience and Education**

- High School Diploma
- At least of 3 years of paid employment experience post-High School
- Excellent verbal and written communication skills, bi-lingual / Spanish or Haitian Creole preferred
- Time management and multitasking ability given frequent interruptions and high demand for service
- Ability to de-escalate crisis situations and serve clients experiencing difficult personal emergencies with patience, compassion and a trauma-informed approach
- Computer literacy/intermediate Microsoft Office skills
- Ability to establish professional, productive working relationships with colleagues, partners, and members of the community
- Comfortable with serving persons of various diverse backgrounds

### **Preferred Experience and Education**

- Food service or inventory skills
- Food-handling and safety experience
- Significant customer service experience

- Warehouse experience
- Bilingual (English/Spanish)
- Experience managing high-stress situations

### **Physical Demands**

- Must be able to walk, stand and sit for long periods of time
- Must be able to walk up and down several flights of steps
- Significant physical demand - frequently lift and transport up to 75lbs with assistance

### **Schedule**

This is primarily a day time role, but flexible scheduling to include evenings and weekends will be required based on client or program needs

### **Remote Work Eligibility**

- Due to the nature of the job function this role is considered On-Site Essential

### **Disclaimer**

This position description constitutes neither a contract of employment nor is designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice. Company may exercise its employment-at-will rights at any time.

*HomeFront, Inc. is an equal opportunity employer. We welcome employees and prospective employees without regard to race, religion, national origin, gender, age, disability, marital status, gender identity or expression, sexual orientation or veteran status.*