



Locker Associate

Summary

The Locker Associate works directly with the Locker Program Manager to support the daily operations of the Market Fresh Locker delivery system, ensuring the smooth and effective distribution of nutritional food to our community members experiencing food insecurity.

Responsibilities

Assist Customers

- Communicate with customers throughout the day via email/text/phone
- Update various online programs throughout the day for customer support

Locker Orders

- Pick on-line customer orders
- Fill locker orders
- Track locker status

Technology

- Troubleshoot and resolve issues with the locker units and customers

Training

- Train and assign volunteers to tasks to support the Locker system

Other (Market location only)

- Pick on-line orders for curbside clients
- Pick on-line orders for delivery and assist delivery drivers as applicable

Qualifications

Education

- High school diploma/GED required

Requirements

- U.S. work authorization required
- Food Handler's Permit
- Lift at least 50 pounds safely with reasonable accommodation



Customer Service

- Engage with and understand our community partners
- Address partner needs or concerns through clear and professional communication
- Serve as a brand advocate and ambassador in every interaction with community partners and public

Interpersonal Skills

- Display a positive high-energy attitude and demeanor to motivate and inspire all stakeholders
- Learn quickly and request clarification when needed
- Provide professional oral and written communication
- Work as part of a team
- Build relationships with stakeholders (community partners, donors, clients, and staff)

Work Ethic

- Deliver consistent and punctual attendance
- Act with integrity and honesty
- Keep composed during changing situations, events, or traffic
- Follow organization's operational policies and procedures to ensure the safety of all volunteers, donors, and staff

Technical

- Proficiency in Windows, Microsoft Word, Excel, Internet, and Outlook
- Working knowledge of databases is preferred

Compensation and Benefits

Status: Full-Time, Hourly

Base Pay: \$20/hour

Location: Buckley, WA. Some local (Pierce County) travel may be required.

Benefits

- 401k
- Unlimited PTO
- Holiday Pay

To apply

Send your resume with a cover letter to info@bonneylakefoodbank.org