

AmeriCorps – Food Pantry Associate Crossroads Community Services (CCS)

About Crossroads

Our mission: To nurture our community's low-income families by providing nutritious food and supportive education. We strive to nourish people and power change.

Crossroads Community Services has two primary goals: 1) Ensure that all people in Dallas County have access to nutritious foods and 2) Improve the health and well-being of our low-income neighbors.

Our Exciting Future: In 2019, Crossroads is moving from a small space in downtown Dallas to the facility previously occupied by the North Texas Food Bank. Our new address will be 4500 S. Cockrell Hill Road in Dallas, and the Client Services Associate will report to our new location in South Dallas.

Service Hours

CitySquare AmeriCorps Quarter-time members serve a minimum of 450 hours over a four-month period, or an average of 32 hours per week. All members are expected to participate in centralized AmeriCorps events – including, but not limited to: initial pre-service orientation, Life after AmeriCorps training, and the MLK Day of Service. A calendar of required trainings and service projects is provided at pre-service orientation.

The spring term begins January 7 and ends April 26, 2019. Members at Crossroads will serve clients, volunteers, and staff primarily during pantry hours, and the member schedule is Monday 12-4pm, Tuesday – Thursday 8am-4pm, and Friday from 8am-12pm. Working occasional Saturdays may be required. Members are expected to serve through the term end date even if the minimum number of hours has been met prior to the end date.

Responsibilities

The Food Pantry Associate will serve as a lead in our food pantry and is responsible for working with staff and volunteers to ensure clients and volunteers have a positive experience while at Crossroads. Specific duties include the following:

- Daily preparation of the food pantry for our clients and volunteers
- Serve as a lead for volunteers in the pantry and assign tasks to keep the pantry stocked, clean, and organized
- Train and support new volunteers, both individuals and groups
- Communicate with Food Programs staff to ensure the food list is accurate throughout the day
- Assist with daily and weekly reports, as needed
- Attend weekly staff meetings

Essential Functions

Adhere to professional standards, such as reporting for service on-time, staying on task, being friendly and helpful on site and in the community, and maintaining a professional manner and appearance.

Members are required to complete and submit a biweekly timesheet to the Food Programs Manager for approval.

Members are required to call in to the Food Programs Manager when absent or late to the program or scheduled service event. Chronic tardiness and absenteeism are grounds for suspension and/or dismissal. Members who miss three consecutive days or more of scheduled service due to illness or other compelling circumstance, such as a family emergency, must provide a doctor's note or other similar documentation explaining the reason for the absences.

Members must have a strong commitment to community service and the ability to communicate effectively with staff, volunteers, clients, and fellow members. Members must also be dependable, organized, and trustworthy. Members are required to adhere to all codes of conduct and or related policies and procedures of Crossroads Community Services, CitySquare, and AmeriCorps.

Service Conditions

This service opportunity is highly interpersonal in a dynamic environment. Members must be able to work with groups of people with diverse points of view to ensure our clients are treated with respect and compassion. Members must also be able to meet the physical demands of the position, which includes the ability to lift at least 25 pounds and stand/walk for up to 5 hours. Members must learn to balance both program and AmeriCorps identity and wear the AmeriCorps logo during service.

Qualifications

Preferred: Previous employment or volunteer experience in a fast-paced and/or customer service-oriented field. Bilingual – English and Spanish.

Minimum: At least 18 years old with a high school diploma or GED. U.S. Citizen or Permanent Resident. Access to reliable transportation to and from Crossroads on a daily basis. Must demonstrate commitment to serving clients from diverse backgrounds and vulnerable populations. Ability to serve flexible hours as needed, including some Saturdays.

This position has recurring access to vulnerable populations. As such, it requires a three-part National Service Criminal History Check, including a FBI fingerprint background check. Until a member is cleared on all three components, the member is not permitted to have access to vulnerable populations but is confined to training and program development.

All of the above duties and responsibilities are essential position functions subject to reasonable accommodation.

Submit your resume to jkramer@ccsdallas.org to be considered for the position.