

MEND | Meet Each Need with Dignity

10641 N San Fernando Road

Pacoima, CA 91331

Phone | 818.896.0246

www.MendPoverty.Org



JOB DESCRIPTION

Position Title: CNP -Driver & Material Handler

Department/Program: Community Nourishment Program

Wage Range: \$19-\$20

Reports To: CNP -Program Manager

FLSA Status: Non-Exempt

Location: Onsite – Pacoima

Job Status: FT

Travel Required: 50%

MEND-Meet Each Need with Dignity is a nonprofit organization headquartered in Pacoima, CA serving the crisis needs of the most vulnerable community members since 1971. Operating the San Fernando Valley's most extensive Community Nourishment Programs, MEND distributes almost 4 million pounds of good food a year. In alignment with MEND's mission and long-term commitment to strengthen families and the community, MEND helps individuals address and overcome the long-term challenges that have kept them from thriving through more intensive services. Our team embraces and lives our organizational values, contributing to a compelling and inspiring work environment. MEND is recognized as a highly impactful nonprofit by Charity Navigator, Candid, and Great Nonprofits, and has received recognition as best nonprofit and favorite workplace in Daily News Reader's Choice Awards since 2022.

POSITION SUMMARY: Under the direction of the Community Nourishment Program Manager, the Driver & Material Handler is responsible for operating MEND vehicles to pick up, and transport donated and rescued food in a safe and timely manner. This position supports warehouse operations through material handling, inventory movement, and general warehouse duties, while also assisting with food distributions and program activities. The Driver & Material Handler is expected to interact professionally and courteously with donors, participants, volunteers, and staff, and to help coordinate and delegate tasks to volunteers in a fast-paced environment. A commitment to treating all individuals with dignity, respect, and compassion is essential.

The ideal candidate for a Driver / Material Handler position combines safe driving skills, warehouse experience, reliability, and physical capability.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement: To perform this job successfully, you must be able to perform each essential function satisfactorily with or without accommodation. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions.

1. Pick up and deliver food donations according to established schedules, routes, and donor requests in a timely and professional manner, while assisting with the coordination of pickups, deliveries, food drives, and route scheduling for current and new donors.
2. Load and unload food pallets, gaylords and food boxes, weigh food, and place food in the designated space within the warehouse. Properly track and log the poundage of donations/items picked up on appropriate paperwork.
3. Establish and maintain professional working relationships with Food Generating Operators (e.g., grocery stores, warehouses, farms, etc.), donors, and vendors.
4. Maintain accurate route, maintenance, fueling and vehicle inspections logs to ensure that vehicles are in a safe, dependable operating condition. Report any vehicle issues or concerns to the CNP Program Manager promptly so repairs can be addressed in a timely manner.

5. Maintain company trucks in clean and professional condition through weekly interior and exterior washing, perform light vehicle maintenance, and ensure inspections and upkeep records are completed accurately and on schedule.
6. Assist with warehouse activities, including quality assurance, inventory control, space management, logistics, floor productivity, loading and unloading of trucks, and customer service; Weigh and accurately document incoming and outgoing donations, keep detailed records of warehouse activities.
7. Assist with food warehouse and cold storage duties, shipping and receiving, and rotating inventory as needed.
8. Operate forklifts/pallet jacks as needed.
9. Assist in general warehouse maintenance to keep an orderly, safe, and sanitary warehouse.
10. Assist with data entry of incoming and outgoing warehouse inventory.
11. Other duties as assigned.

POSITION QUALIFICATIONS

Key Competencies

- Proficient in performing route delivery duties accurately and on schedule while maintaining professionalism during pickups and drop offs.
- Apply inventory management practices to track, organize and maintain accurate stock levels.
- Demonstrates strong material handling skills to move, organize, and store products safely and efficiently.
- Uses forklift operation skills safely and effectively to support warehouse and distribution activities.
- Follows warehouse safety procedures to help maintain a clean, secure, and compliant work environment.
- Demonstrates strong time management skills by balancing delivery routes, warehouse tasks, and deadlines effectively.
- Provides excellent customer service when interacting with donors, vendors, volunteers, and staff.

Skills and Abilities

- Valid driver's license with clean driving record
- Experience operating delivery vans, box trucks, forklifts, or pallet jacks
- Knowledge of shipping, receiving, inventory control, and warehouse procedures
- Ability to safely load, unload, and transport materials
- Physically capable of lifting heavy items and standing for extended periods
- Strong attention to detail for order accuracy and documentation
- Familiar with safety regulations and OSHA guidelines
- Dependable, punctual, and able to work independently
- Strong verbal communication and collaborative teamwork skill, with the ability to coordinate effectively with staff, volunteer, donors and community partners

Education

- High school diploma or GED required.

Experience

- Two years of professional truck driving experience, preferably in a food or food-related environment.
- Bi-Lingual; Spanish fluency preferred
- High school diploma or GED required.
- Some minor mechanical experience is preferred.
- 1-year electric pallet jack experience
- 1-year of warehouse experience required
- Proactive and clear communication skills.

- Data entry and basic computer skills preferred

Certificates & Licenses

- Forklift Certification
- Food safety experience and ServSafe certification required within 90 days of start date.
- Possession of a valid CA driver's license, current DMV printout with no moving violations.

Other Requirements

PHYSICAL DEMANDS

Physical Demands

		Lift/Carry	
Stand	C	10 lbs or less	C
Walk	C	11-20 lbs	F
Sit	F	21-50 lbs	O
Handling / Fingering	C	51-100 lbs	N
Reach Outward	C	Over 100 lbs	N
Reach Above Shoulder	F	Push/Pull	
Climb	O	12 lbs or less	F
Crawl	N	13-25 lbs	F
Squat or Kneel	F	26-40 lbs	F
Bend	F	41-100 lbs	F

- N (Not Applicable)** Activity is not applicable to this position.
O (Occasionally) Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
F (Frequently) Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
C (Constantly) Position requires this activity more than 66% of the time (5.5+ hrs/day)

WORK ENVIRONMENT

- The ability to interact with staff (at all levels) in a high-paced environment, sometimes under pressure, in a setting that values urgency, organization, and consistent follow-through.
- Remaining flexible, proactive, resourceful and efficient, with a high level of professionalism is crucial to this role.
- Strong written and verbal communication skills, strong decision-making ability and attention to detail are equally important.
- Frequent lifting, carrying, pushing, and pulling of materials
- Standing, walking, bending, and moving for long periods
- Exposure to varying weather conditions during deliveries or outdoor loading
- Operation of forklifts, pallet jacks, hand trucks, or delivery vehicles
- Work around machinery, inventory racks, and moving equipment

The above statements reflect the essential functions considered necessary to describe the principal content of the job. They are not intended to be a complete statement of all work requirements or duties that may be inherent in the job. MEND is an equal opportunity employer committed to a diverse and inclusive workforce. MEND fosters a culture that honors different perspectives, opinions, and backgrounds. All employees must provide documentation demonstrating right to work in the U.S. at the time of hire.

TIME COMMITMENT: Work schedule varies based on program and operational needs. Typical hours are Tuesday through Friday, with varying start and end times between 7:30 a.m. and 4:00 p.m. Regular Saturday shifts are required, including 1st and 3rd Saturdays from 7:30 a.m. to 2:00 p.m. and 2nd and 4th Saturdays from 8:00 a.m. to 11:00 a.m.

All employees are required to adhere to all relevant confidentiality agreements, policies and procedures to safeguard client information. If federal, state, or local governments have declared a public health emergency, you may be asked to comply with required health and safety procedures as a condition of employment. Employees are required to complete all

mandatory training annually, including but not limited to HIPPA, compliance, safety, cyber security, and harassment.

To apply, submit an up-to-date resume and cover letter that describes how your experience meets all the requirements of the position to jobs@mendpoverty.org. Position open until filled.

Core Values

- **Dignity and Respect:** Recognizing and honoring the inherent worth in each other & the people we serve
- **Integrity:** Doing the right thing, being honest, ethical, trustworthy & transparent
- **Excellence:** Always striving to do our best by embracing curiosity, learning, growth, and continuous improvement
- **Accountability:** Taking ownership of work, results, and actions, being solution focused to ensure high quality services and impact
- **Teamwork/Collaboration:** Leveraging collective strengths and working together to achieve exceptional outcomes

Culture

- Warm, welcoming environment; staff & volunteers have a passion for making the world a better place
- We value team members who are resilient, adaptable, and open to ongoing feedback as part of continuous growth
- Investment in, care and appreciation for all employees; we celebrate success together at staff meetings, annual holiday celebrations, and for outstanding achievements
- Emphasizes personal and professional skill development through quarterly performance appraisals and regular 1:1 meetings with management
- Commitment to program excellence and impact
- Constructive feedback is a core part of our culture—we believe in direct, respectful communication that helps everyone improve and succeed
- We emphasize coachability, a solutions-oriented mindset, and a strong commitment to both individual and team development

Benefits

- 100% of basic employee health coverage and life insurance paid for by employer. Dental coverage 50% paid by employer; Vision coverage paid for by employee. May elect to purchase up to a PPO plan or obtain coverage for eligible family members at their own cost.
- Optional benefits include Flexible Spending Account and AFLAC.
- Employee Assistance Program (EAP) available providing 24-hour confidential hotline for employees to address personal concerns and assist with day-to-day challenges.
- 10 days of sick leave granted annually – ability to carry over up to 72 hours unused sick time.
- Vacation benefits are provided to all full- and part-time employees for the purpose of giving them a period of rest and relaxation away from work with pay. New employees accrual is up to 2 weeks per year, and based on hours worked.
- Option to participate in employee sponsored 403B retirement plan.
- 11 paid days off: 9 holidays, 2 personal days (birthday and work anniversary).

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this position description and/or assign tasks for the employee to perform, as the Company may deem appropriate. *All positions contingent on continued funding.*