

MEND | Meet Each Need with Dignity
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JOB DESCRIPTION

Position Title: Warehouse Associate
Department/Program: Community Nourishment Program
Wage Range: \$20 - \$21
Reports To: Assistant Warehouse Manager

FLSA Status: Non-Exempt
Location: Onsite – Pacoima
Job Status: Regular FT
Travel Required: 25%

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 Assistant Warehouse Manager, the CNP Program Associate is responsible for organizing and preparing food boxes and/or bags for distribution. This includes receiving incoming food from various sources, leading individual and group volunteers in sorting donations, building food boxes, data entry, and distributing to community members. The CNP Warehouse Associate will perform a variety of job duties as the need arises and is expected to work with the CNP team to implement department goals and objectives. The CNP Program Associate is expected to work independently, but under the guidance of the Assistant Warehouse Manager.

The ideal candidate is a reliable, safety-focused, and detail-oriented individual who thrives in a fast-paced environment. They have experience with inventory handling, basic computer skills, leading teams, and operating warehouse equipment such as forklifts or pallet jacks. This candidate demonstrates strong work ethic, accuracy, and time management, ensuring tasks are completed efficiently and correctly.

They are a team player with good communication skills, able to follow procedures while adapting to changing priorities. Physically capable of handling the demands of the role, they maintain a consistent focus on safety, productivity, and quality in daily operations

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. Lead daily 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; oversees the weekly distribution layout planning process, including the creation of layout sheet and walk through sessions.
2. Ensure accurate and timely data collection and reporting in the CNP bag weight tracker and distribution sheet logs; Manages the integrity and compliance of all related documentation.
 3. Train volunteers and paid work experience participants, supporting community distributions, inventory, logistics, warehouse safety and customer service as needed.
 4. Provide day-of support for scheduled volunteer activities, serving as a lead to community service groups/volunteers ensuring smooth coordination, a welcoming and productive experience.
 5. Maintain a safe, hygienic and clean work environment by preparing compost and recycling materials for daily pickup; ensure strict area cleanliness and sanitation standards to minimize odors and deter pests. Operate forklifts, pallet jacks, hand trolleys, and vehicles to move perishable and nonperishable goods to be stocked, stored, or staged, monitor inventory and alert supervisor of shortfalls.
 6. Check condition of equipment; perform operations and safety check prior to using equipment; maintain tools and equipment used in the repair and maintenance of assigned equipment; fuel vehicles/equipment; inspect and perform safety checks on vehicles/equipment; clean vehicles/equipment; report the need for repairs.
 7. Assist with pick-up and delivery of food donations according to scheduled routes, and donor requests in a timely and professional manner.
 8. Support the maintenance and cleanliness of equipment and facilities, following regulations set by regulatory bodies such as the Health Dept., Fire Dept., OSHA, Industrial Wastewater, and all applicable monitoring agencies, implement the necessary procedures to assure compliance, and reporting potential issues to supervisor; Conduct safety training for volunteers and identify safety/warehouse training for staff as needed.
 9. Provide oversight, as needed, in the absence of Assistant Warehouse Manager and CNP Program Manager
 10. Other duties as assigned.

POSITION QUALIFICATIONS

Key Competencies Problem solving, Workplace safety Awareness, taking initiative, teamwork, Leadership, communication, inventory management, material handling, time management, adaptability, equipment operation.

Skills and Abilities

- Bi-Lingual; Spanish fluency required
- Data entry and basic computer skills, general proficiency in MS Office, Excel, and outlook required
- Ability to work independently, take direction and work well under pressure
- Volunteer engagement and supervision experience preferred
- Ability to manage and direct groups to provide client service and complete projects
- Excellent communication and organizational skills
- Excellent database and file management skills

Education

- High School Diploma or GED

Experience

- 1-year electric pallet jack experience
- 1 year of warehouse experience required
- Basic knowledge of the varieties of fruits, vegetables, and good nutrition
- At least one year driving experience including box truck or stake bed

Certificates & Licenses

- Serve Safe Certification preferred

- Forklift Certification required
- Current CA Driver's license

PHYSICAL DEMANDS :

Physical Demands		Lift/Carry	
Stand	F	10 lbs or less	F
Walk	F	11-20 lbs	F
Sit	F	21-50 lbs	F
Handling / Fingering	F	51-100 lbs	O
Reach Outward	F	Over 100 lbs	O
Reach Above Shoulder	F	Push/Pull	
Climb	N	12 lbs or less	C
Crawl	N	13-25 lbs	C
Squat or Kneel	O	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 and volunteers (at all levels) in a high-paced environment, sometimes under pressure and deadlines, in a setting that values urgency, safety, organization, and consistent follow-through.
- Strong written and verbal communication skills, strong decision-making ability and attention to detail are equally important.
- Fast-paced, high-volume work environment
- Frequent lifting, carrying, and moving of materials (may exceed 25–50 lbs)
- Prolonged standing, walking, bending, and reaching
- Operation of warehouse equipment (forklifts, pallet jacks, carts)
- Exposure to varying temperatures (heat, cold, or refrigerated areas)
- Noisy environment with machinery and equipment in operation
- Strict adherence to safety protocols and PPE requirements
- Indoor and/or outdoor work depending on facility and tasks
- Team-oriented setting with close coordination between staff and programs
- Repetitive tasks requiring attention to detail and accuracy
- Time-sensitive deadlines

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: Full time 70 hours per pay period (9/70 per pay period or 33.5/36.5 hours per week based on program/organizational needs; Saturdays Required 1st and 3rd Saturdays 7:30am-2pm and 2nd, 4th and 5th Saturdays 8am-11am and local travel).

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.*