

Job Description: Cyber Pantry Team Leader

Position Title: Cyber Assistant

Education: High School Diploma

Location: Brooklyn, New York

Employment Type: Full-time


Report to: Cyber Manager

The Campaign Against Hunger (TCAH) is one of the largest and most robust anti-hunger advocates in New York City, with a multifaceted and strategic approach to tackling the disparities driving hunger and economic insecurity. TCAH has grown since COVID-19 began to impact NYC. We have mobilized to serve over 30 million nutritious meals, touching the lives of 1.5 million New Yorkers. TCAH's mission is to empower its neighbors to lead healthier, more productive, and self-sufficient lives by increasing their access to safe, nutritious food and related resources. TCAH's programs and services include on-site SNAP and healthcare enrollment, benefits access services, job referrals, HEAP, SCRIE, and housing applications, youth workforce training, a client-choice SuperPantry, Fresh Vibes Farmer's Market, urban farms, café, and culinary arts center, and community food distribution. With an annual budget of **\$23 million** and a staff size of 71, TCAH is looking to expand its dynamic team.

Position Summary:

The Cyber Assistant is responsible for assisting in the procurement and delivery of food with company vehicles. As a member of the cyber team, the incumbent will support the development of the Cyber Pantry Market. The Cyber Assistant will work with the team and volunteers to ensure daily online pantry clients' needs are met at all sites.

Tasks and Responsibilities:

- Maintain adequate food supply to provide the best quality foods for an average 1,200+ cyber pantry clients per month.
- Ensure all food is sorted and stored in a safe and sanitary manner and in respective storage locations on shelves and refrigerated units.
- Utilize FIFO (first in, first out) inventory practices to ensure food quality and minimize waste.
- Organize packing and routing for daily deliveries.
- Implement food pantry safety policies and procedures.
- Follow up with new clients to  access their online experience.
- Monitor online email accounts and online application control sheets to ensure clients are created within the designated time and credentials are distributed.
- Collect client feedback on items they prefer or recommend.
- Coordinate volunteer opportunities with the Volunteer Manager.

- Must have moderate computer knowledge or skills, including navigating the screen and the internet and using a mouse or touchpad.
- Must have a working knowledge of Excel and Google Sheets.

Personal and Professional Characteristics:

- High School Diploma
- Comfortable working in a fast-paced environment
- Keen attention to details
- Ability to lift at least 30 lbs.
- Ability to work independently
- Good physical endurance and stamina
- Willingness to work at and travel to multiple TCAH locations
- Good analytical and critical thinking skills.
- Excellent communication, organizational, and time management skills
- Dependable and reliable

Employee's Name

Signature

Date

Manager

Date