

COASTAL FOODSHED

Position: Delivery and Operations Assistant

Organization History: Coastal Foodshed (CFS) is a non-profit farmer food hub based in New Bedford, MA. Our mission is to strengthen the local food economy by making it easier for growers to sell, and consumers to buy healthy, affordable, local foods, with a focus on making locally grown and made food more equitably accessible to marginalized and/or food insecure households in New Bedford. We sell and distribute local food to community members, restaurants, farmers, schools, and food pantries through both retail and wholesale channels. Coastal Foodshed is a growing organization and currently going through a transition phase to expand food hub operations including building out a new space at the Kilburn Mill.

Position Overview:

We are seeking team members to join our virtual market operations to pack and deliver orders throughout the Southcoast. Operations and deliveries are made on Wednesdays and Fridays between 8-6pm. Hours per week vary based on the number of orders and drivers are expected to be available during this window. Delivery Drivers are responsible for accurately and safely packing their vehicle, fulfilling orders during their route, and successfully completing local, home deliveries for aggregated consumer orders of local food. In addition to making deliveries, this position is also responsible for picking up vendor orders, assisting with aggregation and packing orders. Drivers must be able to use their personal vehicle for mileage reimbursement and utilize the delivery software on their personal smart phone.

Key Responsibilities

- Follow best practices for safety, both on the road and while loading or unloading grocery orders
- Pick-up vendor orders from designated vendor sites
- Assist in packing and aggregation of orders
- Conduct pre-delivery check for all vendor items/orders
- Navigate using delivery software on smart phone, in accordance with local laws regarding phone use while driving
- Process payments for customers at site of delivery using company iPad
- Communicate with customers, dispatchers, and other team members in a professional manner
- Complete deliveries on designated route and within time window
- Follow specific delivery instructions, and strive to delight customers at every opportunity
- Aggregate and pack orders according to company standards

- Accurately and carefully pack, load and unload orders from delivery vehicle
- Use delivery software to communicate with customers, log photos of deliveries, and notify dispatch of any issue or pertinent details regarding drops
- Remain organized and pay close attention to detail
- Ensure all items and bags are delivered accurately and with care
- Maintain a clean and professional delivery vehicle

Requirements

- Must have valid driver's license with a clean driving record
- Past delivery/driving experience is a plus
- High level of activity in a delivery day; must be comfortable staying active for an entire shift
- Be able to bend and lift loads up to 50 pounds
- Meticulous attention to detail, and well organized
- Works well in teams
- High energy, positive attitude
- Read, write, and communicate well
- Good decision-making skills and unafraid to reach out for assistance when in doubt during delivery
- Interest/passion for local food a plus!
- Commercial Driver License (CDL) not required

Hours/Benefits: This is year-round, non-exempt, hourly position (10-18 hrs/week; Wednesdays and Fridays) and compensation is dependent upon experience \$16-\$18/hr, plus reimbursement of mileage for deliveries. Employees also have access to discounted local products from the food hub.

How to Apply: Please send resumes and a brief summary of why you want to work at Coastal Foodshed to localfood@coastalfoodshed.org with subject line: "Delivery Driver Position" in the subject line . Applications will be reviewed on a rolling basis until the position is filled. Ideal candidate can start ASAP.

Coastal Foodshed values a diverse, equitable, and inclusive workplace and strongly encourages women, people of color, LGBTQ+ folks, people with disabilities, members of ethnic minorities, foreign-born residents, and veterans to apply. Applicants will not be discriminated against because of race, color, creed, sex, sexual orientation, gender identity or expression, age, religion, national origin, citizenship status, disability, ancestry, marital status, veteran status, medical condition, or any protected category prohibited by local, state or federal laws.