



Temporary Grocery Store Lead

Base rate: \$20 per hour

Status: Temporary, Part-time, Non-exempt

Dates of Position: January 5th - April 30th, 2025

North Valley Food Bank is a non-profit organization that distributes food to individuals and families experiencing food insecurity throughout Flathead County and northwest Montana. We currently facilitate a variety of services including a free grocery store at our Whitefish location, several mobile pantries in neighboring rural communities, a Rural Pantry Delivery program, a variety of local food acquisition and culinary education initiatives. The Grocery Store Lead plays an important role in the implementation of the free grocery store.

Professional Competencies

- Excellent written and oral communications skills
- Community minded with strong relationship or “people” skills
- Ability to cultivate and maintain positive rapport with peers, customers, volunteers, and community partners
- Ability to work with a diverse group of individuals in a compassionate manner
- Treat all peers, customers, volunteers, and community partners with respect and dignity
- Model and uphold all safety protocols and food safety standards
- Creative and strategic thinking
- Strong organizational skills and spatial awareness
- Pay close attention to details and balance a wide range of tasks and responsibilities
- Familiarity with social services as well as community resources and services
- Excellent teamwork and relationship building skills

Core Responsibilities

- Directly oversee all aspects of grocery store operations during open store hours.
- Lead all store efforts with a customer-centered and trauma-informed approach.
- Train and supervise all grocery store volunteers, pulling in staff backup support when necessary.
- Develop and uphold strong inventory management systems rooted in equitable distribution of products, with the Warehouse Coordinator.
- Create and maintain the customer intake process and assistance tracking practices, with the Director of Operations and Database Coordinator.
- Provide basic social service resources for customers, making referrals to Social Work Intern as necessary.
- Create and maintain all store signage and customer notifications.
- Uphold all food safety practices, using ServSafe as a standard.
- Uphold person-safety practices, including the no-weapon or aggressive behavior policy, and service dog best practices, pulling in appropriate staff support when necessary.
- Respond to customer incidents and concerns as they arise, pulling in appropriate staff support when necessary.
- Monitor store and warehouse spaces and equipment for risks; address or report hazards promptly.
- Report any broken or malfunctioning equipment to the Director of Operations.

Physical/Environmental Demands

- Must be able to lift 20-40 pounds repeatedly and up to 50 pounds occasionally, conduct physical work for long periods of time, and work in a fast-paced and dynamic work environment.
- Must have or be willing to obtain ServSafe Food Handler or Manager certification and Trauma Sensitive Training.