



Mandela Partners Food Hub Operations Associate

Full time (32 hrs) + benefits | \$26-\$28/hr depending on experience

About Mandela Partners

Mandela Partners is a 501(c)(3) non profit organization based in Oakland, CA. Since 2004, we have worked to use food as a tool for communities of color to build wealth, well-being, and economic opportunities in their own neighborhoods. We are a community-based and community-led organization, and strongly prioritize the voices of local residents in the direction and focus of our work. We hold ourselves accountable to five key values - partnership, community, transformative change, food is fundamental, and team culture - described further on our website. Our team is majority BIPOC, with a diverse background of professional and lived experiences, and a strong orientation towards inclusion, wellness, and joy in the workplace. For more information, please visit www.mandelapartners.org.

About Mandela Produce Distribution

Mandela Produce Distribution (MPD) is a program of Mandela Partners and part of our Food Equity department. MPD is a community food hub based in West Oakland that increases access to local, sustainably-grown fresh produce, while supporting the economic success of small-scale BIPOC farmers. Since 2016, we have connected our community to quality fruits and vegetables while generating revenue for farmers through our multi-channel distribution network, including wholesale, retail, and donation-based programs. For more information, please visit www.shopmandela.com/about.

Position Overview

The Food Hub Operations Associate provides comprehensive delivery and warehouse operations support to MPD's wholesale, retail, and donation-based programs. This role is approximately half "behind-the-scenes" in our food hub warehouse, and half in the community, representing Mandela Partners through produce deliveries to individuals, organizational partners, and local businesses. This team member plays an essential role in ensuring our customer community receives quality produce and an excellent customer experience.

Key Areas of Responsibility

- Produce Order Assembly (40%)
 - Assemble wholesale orders and CSA boxes at MPD's warehouse in West Oakland
 - Provide comprehensive quality control and attention to detail ensuring fulfillment accuracy
- Produce Order Delivery (40%)
 - Work with the MPD team to design efficient delivery routes and ensure weekly schedules are accurate and up-to-date
 - Deliver produce orders to individual homes, places of business, and central pick up sites across Alameda County
 - Engage with customers, partners, and pick up site staff in a positive and professional manner
 - Provide timely and thorough communication of order issues, customer feedback, and other key information to MPD team

- Warehouse Operations (20%)
 - Contribute to the safe, clean, and efficient operations of the warehouse by ensuring consistent implementation of Warehouse Food Safety and Operations Manual and Standard Operating Procedures
 - Provide coverage for absent team members as needed in produce sourcing/receiving, order coordination, assembly, and fulfillment
 - Support Food Hub Operations Manager and Food Equity Director with special projects as needed

To Be Successful In This Role, You Have:

- Demonstrated personal alignment with Mandela Partners mission and values
- Comfortable working in a warehouse environment and spending several hours driving a cargo van (training to be provided)
- Enthusiasm for and comfort with working with people of diverse backgrounds
- A collaborative team-orientation, while retaining the ability to work independently
- An ability to prioritize tasks, and work with urgency when needed
- Excellent attention to detail and commitment to excellence in your work
- Openness to giving and receiving feedback, with a learning and growth mentality
- Comfort with navigating any disagreement or conflict with care and diplomacy
- A valid driver's license and clean driving record
- Ability to lift 50 pounds and spend several hours per day on your feet
- Bilingual Spanish speaker a plus, but not required.

Schedule, Compensation & Benefits

This is a 32 hrs per week (full-time) non-exempt position with pay between \$26 and \$28/hr depending on experience. Presence is required on-site ~4 hrs on Mondays, and ~7 hrs/day Tues-Fri. The Mandela Partners benefits package includes seven days of paid vacation with progressive increases in year two and year three, office closures during the week between Christmas Eve and New Year's Day and the week of Juneteenth, 10 paid holidays, 12 sick days, and health/dental/vision benefits. Employees are immediately eligible for 403(b) retirement plan enrollment.

Steps to Apply:

Please send a resume, cover letter detailing your experience, what excites you about this role and why you feel you'd be a good fit, and a copy of your unofficial driving record* to jobs@mandelapartners.org. There is no application deadline, but interviews will begin immediately, Expected start date in May 2024; we encourage you to apply ASAP!

*Driving records may be obtained for free on the [California DMV website](#). See the "Driver Record Request Link" on this page to begin the process of obtaining an unofficial driving record.

Mandela Partners is an equal opportunity employer: LGBTQ individuals, people of color, women and lifelong Oakland residents are encouraged to apply.