



# JOB DESCRIPTION: **Driver and Receiver**

REPORTS TO: Food Hub Manager

FLSA CLASSIFICATION: Full-time, Non-exempt

DATE REVISED: January 2024

DEPARTMENT: Food Hub

## SUMMARY

Swamp Rabbit Cafe and Grocery is a mission-driven business passionate about being a force for good for the community. Our mission is to buy, sell, and cook with fresh, local food and to provide a community space where people come together to celebrate meals. We envision a community that supports a just and sustainable food system that allows small local farmers to thrive. As we grow our team, we seek individuals that believe in our mission and are invested in making our vision a reality.

Swamp Rabbit Cafe and Grocery is a showcase for local farmers and food artisans. We know every farm and every product has a story and we strive to tell the story while maintaining the high quality selection and competitive pricing. We buy from over 300 local producers to provide the community with a convenient and fun connection to those producers. The Swamp Food Hub works with a subset of those producers and with other regional food hubs to deliver fresh local products to local restaurants, schools and stores. The Swamp Kitchen and Bakery supplies many local restaurants and events with catering and wholesale orders. The Food Hub Driver and Receiver is the face of Swamp Rabbit- delivering orders and picking up products from other food hubs and delivering to each customer.

## ESSENTIAL JOB FUNCTIONS

- Delivers Swamp Rabbit Food Hub products to a variety of local businesses, institutions, and restaurants, ensuring quality and timely delivery
- Delivers catering and kitchen wholesale orders to select accounts
- Loads deliveries, ensuring each order is of high quality and accurate
- Picks up select produce during scheduled pickup windows ensuring each selection is of high quality and accurate
- Troubleshoots delivery or pickup concerns and communicates issues back to Food Hub team
- Markets products and pursues new accounts and services accounts to increase sales
- Establishes and maintains a great rapport with a diverse group of business owners, chefs, buyers, and entrepreneurs
- Treats customers and co-workers with courtesy and respect
- Makes eye contact and greets customers enthusiastically
- Goes the extra mile to make every delivery experience a great one
- Assists in distributing invoices and following up on customer payments
- Keeps vehicles clean and organized
- Assists with monitoring and reporting operational and maintenance needs of delivery vehicle (gas, oil, windshield-wiper fluid) and assists with completing maintenance
- Is crossed trained in driving and receiving
- Receives product at proper quality, freshness, and temperature to meet company standards.
- Follows delivery protocol to check in products: confirms quantities ordered against what was received and checks product quality
- Provides good customer service to vendors
- Manages POs, reconciles with invoices, communicates claims to buyers
- Handles damaged or return to stock products according to SRCG policy, with priority given to refrigerated, perishable items and sell by date
- Responsible for accuracy in product inventory, storage, invoicing, verifying cost, retail, quantity, and department
- Labels, stores, and rotates products according to FIFO for each department
- Prints barcodes and labels when needed
- Communicates delivery timing and quality issues to departments, purchaser, and producer
- Keeps receiving and multiple storage areas clean and organized and prepared for next shift; performs daily and deep cleaning projects
- Collaborates with other receivers and stockists to develop systems for efficiency
- Observes all safety regulations when operating equipment. Follows all safety procedures relating to opening cartons, and rotation of product.
- Understands and adheres to SRCG shrink guidelines as relates to SRCG operations.
- Takes direction from General Manager, Grocery Manager, Food Hub Manager, Director of Retail and the Owners



- Checks prices and is knowledgeable about the location of items in the store.
- Cleans and sanitizes all work surfaces, utensils and equipment in accordance with SCDHEC standards.
- Completes Slack tasks for additional moving, labeling, or transferring products
- Assists with pulling Food Hub orders
- Greets all Customers and Vendors and provides them with prompt, courteous service and assistance.
- Assists fellow employees as needed

### STANDARD FUNCTIONS

- Approaches issues with the goal to propose solutions, rather than highlight problems
- Follows budget, assists with achievement of department profitability
- Provides insight to the Food Hub Buyer on wholesale accounts and logistics
- Is hands-on who isn't afraid to get sweaty
- Works closely and collaboratively with all Swamp Departments
- Establishes and maintains good business and community relations
- Helps us grow, without losing the magic

### JOB REQUIREMENTS

- Must be 21 years of age older
- Previous experience with food safety and handling produce preferred
- Previous customer service experience preferred
- Must be available Monday-Friday, possible Saturdays
- Must have a high school diploma
- Must have a valid driver's license and pass a driving record check
- Must have outgoing and upbeat personality and the ability to take ownership of seeing jobs through to completion
- Must adhere to all SCDHEC food safety requirements including following rules of cooling and storing food properly when applicable
- Must communicate by Paylocity, Slack, Asana and email
- Is an active part of the Swamp Team so adheres to high standards of service, quality, and presentation
- Takes initiative to help any area of the business if possible

Performs other duties as assigned and requested. It is understood that every incidental duty connected with operations detailed in this job description are not always specifically described. Employees may be required to perform duties not within their job description as requested at the discretion of SRCG Management.

### ESSENTIAL SKILLS AND EXPERIENCE

- Must possess a passion for local food and an interest in telling the story behind it.
- Must conduct oneself in an honest, professional and respectful manner at all times.
- Must possess a love of people, interact with people well, and possess a desire for excellent customer service.
- Able to take direction, work independently, and as a member of a team, and able to create working relationships.
- Able to interact with employees and customers in stressful situations and/or conflict in a non-threatening and redemptive way.
- Must be highly motivated, hard working, and possess a positive, enthusiastic attitude.
- Must pay attention to details, be organized, and able to handle multiple priorities simultaneously.
- Must have problem solving skills, be flexible, creative, and able to adapt to change when required.
- Must possess good interpersonal skills and communicate well verbally and in writing.
- Must have reliable transportation and report for work in a timely manner.

### ESSENTIAL SAFETY SKILLS - WORK ENVIRONMENT

SRCG requires that PPE (Personal Protective Equipment) such as safety shoes, gloves, etc. be used or worn by employees whenever workplace hazards are discovered that could damage any part of the body to eliminate and/or reduce the hazards employees face in their



daily job duties. **PPE will not be used as a substitute for safe work practices, machine guards, or other controls. PPE is to be used in conjunction with these controls to increase employee protection.**

### ADA COMPLIANCE

SRCG is an Equal Opportunity Employer. ADA requires the SRCG to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

### ADA GUIDELINES- PHYSICAL DEMANDS

Stand:	Frequently	Reach Out/Above Shoulder:	Frequently	Lift 20 pounds or less:	Frequently
Walk:	Constantly	Ascend/Descend Stairs/Ladders:	Occasionally	Lift 20-50 pounds:	Frequently
Sit:	Constantly	Squat or Kneel:	Occasionally	Lift 51-100 pounds:	Frequently
Handling:	Frequently	Bend:	Occasionally	Lift > 100 pounds:	N/A

### DEFINITIONS

N/A- Not Applicable	This activity is not applicable to this position
Occasionally	Occupation requires this activity 33% of the time (0 - 2.5+ hours a day)
Frequently	Occupation requires this activity 33% - 66% of the time (2.5 - 5.5+ hours a day)
Constantly	Occupation requires this activity more than 66% of the time (5.5+ hours a day)

### PAY AND BENEFITS

- Pay starts at \$16 per hour, based on experience
- Wage increase available if exceeding requirements
- Higher hourly wages on Sundays
- Comprehensive benefit package including health, dental, and vision insurance (available to full time employees)
- HSA contributions for eligible health plans
- Paid Time Off (available to full time employees)
- Sabbatical program for all employees
- Other benefits include 20% Swamp discount, free shift meals, Employee Assistance Program and discounted bike share program

*SRCG 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 an expressed or implied contract of employment nor does it alter your at-will employment, and SRC&G reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.*

The Swamp Rabbit Cafe And Grocery is proud to be an equal opportunity employer. This is not a contract. No information in this document will alter the at-will employment relationship. Position is open until filled.

Interested candidates should complete an [APPLICATION HERE](#).