



Eastern Band of Cherokee Indians

STOCK CLERK

Position Description

Program:	Tribal Food Distribution	Reports to:	Supervisor - Food Delivery Service
Division:	Public Health & Human Services	Position Number:	900342001; 900342002; 900342003; 900342004
Classification:	Non - Exempt	Revision Date:	03/05/2024
Pay Level:	9	Safety Sensitive:	No

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EBCI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

The Stock Clerk deals with receiving shipments, storing shipment according to USDA specifications, stocking the serving line, and serving clients according to USDA distribution rate, and other responsibilities.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- Assists the Supervisor - Food Delivery Service in making decisions about ordering food items for the program through multi shipments and the fresh produce.
- Unloads shipments in an efficient and timely manner according to set policy and procedure.
- Assists the supervisor with counting shipments to make sure there are no overages, shortages, or damage, and ensures that the count is the same as shipping papers indicate.
- Keeps the warehouse free of debris (box lids, damaged food products, etc.). The warehouse and distribution area floors must be swept and mopped on a regular basis.
- Keeps daily a spoilage sheet showing the name and number of any items that are disposed of during the day due to damage or spoilage and assists with the monthly inventory of all food items remaining in the warehouse.
- Follows all policies and procedures for distribution of food and is able to meet and greet the public in a friendly manner since they will be working with participants one on one; also, computer knowledge is a must to be able to use the Integrated Food Management System (IFMS) program for the distribution of foods.
- Operates a forklift in a warehouse setting.
- Stocks food and coordinates distribution in the event of a pandemic/natural disaster.
- Accurately distributes participants food orders and carry boxes to participants' vehicles
- Ensures completion of home delivery distributions to homebound participants
- Assists warehouse supervisor in developing a monthly list of available food items for tailgate site, determining the amount of each food item to take based on number of participants in each county, and assists with ensuring the correct food and amount is on transport vehicle for tailgate deliveries.
- Ensures foods that are not distributed during tailgate deliveries are properly restocked and accounted for accurately in the warehouse inventory.
- Assists warehouse supervisor in ensuring vehicles are properly maintained and serviced regularly
- Must be able to follow OSHA guidelines.

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- Ensures availability to work as directed by management in the event of a Public Health Emergency or disaster may be reassigned duties as necessary.

Scope of Supervision:

This position is supervised by program leadership. This position is not responsible for supervising others.

MINIMUM MANDATORY QUALIFICATIONS

Education: High School Diploma or GED Equivalent required.

Licenses & Certifications: Valid, insurable NC driver's license required. Must be willing to obtain valid, insurable NC CDL "Class B", forklift, CPR, First Aid, Civil Rights, and HIPAA certified within 90 days of employment

KNOWLEDGE, SKILLS, & ABILITIES

Key Job Knowledge:

- Ability to operate a forklift and drive a two-ton commercial type truck.
- Knowledge of mathematics.
- Ability to use a calculator and a computer.
- Ability to deal with the public in working in a public service program.
- Six (6) to twelve (12) months in the position would be necessary to become proficient in most aspects of the job.

Safety/Accuracy Focus:

At the end of each month a complete inventory must be taken of all food items remaining in the warehouse. The Stock Clerk is involved in taking the physical inventory that is compared to the computer inventory. This position must provide a safe work environment for employees, such as: 1) Forklift Operation: 2) Safety inspection check list. 3) Warehouse and Distribution Areas: . 4) Cleaning Chemicals: Employees are provided with safety data sheets for each chemical used. 5) Motor Vehicle Operation:

Key Relationships:

Interact with internal and external customers/clients in a polite and professional manner. In absence of other staff, the Stock Clerk may be required to answer the phone in a professional manner, take messages and or assist clients with questions. If needed, the Stock Clerk will make appointments for deliveries of USDA foods. May also give out applications or accept completed applications and tell the clients when they should return for assistance.

Resourcefulness & Initiative:

Follows well defined Tribal policies and procedures, USDA guidelines, and PHS divisional guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes.

Discretion – Confidential Data:

Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information. Employee will be subject to all HIPAA and Tribal confidentiality laws and regulations. Employee will have access to personal income information of customers and must maintain integrity, honesty, and confidentiality at all times. Employee must avoid all opportunities to disclose information appropriately.

Complexity of Duties:

This position includes completing tasks of varying complexity levels. Interviewing and recordkeeping techniques and standard office procedures. Ability to operate a forklift and drive commercial vehicles. Use of calculator, computer, and other office equipment. Read, understand, and follow complex rules, regulations, policies, and memos. Make accurate arithmetic computations. Communicate with others from diverse socioeconomic and cultural backgrounds. Employee must be familiar with laws and regulations and apply judgment and decision-making principles.

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PREFERRED QUALIFICATIONS

No other preferred qualifications.

WORK ENVIRONMENT

Work Environment: Work environment involves normal, everyday discomforts or unpleasantness. Can be indoors at the Cherokee Food Distribution Facility or at tailgate location outside in adverse weather conditions. Work area has adequate light, heat, and ventilation; environment is organized and stable. No significant hazards to employee. At times a hard hat must be worn if in certain areas of the warehouse. Sanitary food handling is an absolute must when working with distribution of foods to the community. May be necessary for the employee to make home visits to assist applicants.

**Mental/Visual/
Physical Effort:** Must be able to lift 50 pounds and carry 25 pounds on a repetitive basis. May on occasion lift up to 70 pounds. All aspects of this position require visual attention, mental concentration, manipulative skills, and the ability to multitask. May require walking, standing, and bending.

OTHER

Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.

Background Investigation: All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act."

Drug Screening: All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.

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ACKNOWLEDGMENT

I have reviewed the content of the **Stock Clerk** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date