



Engaging communities. Empowering individuals.

**Action Pathways, Inc.
Job Vacancy Announcement**

Title	Type	Date Opened
Customer Service Specialist	Temporary Part Time/Non Exempt	08/14/2019
Department/Location	Entry	Date Closed
Food Bank/406 Deep Creek Road	\$10.73 per hour	Opened Until Filled

Required Education & Experience:

Associate's Degree in Office Technology, Computer Science or Computer Science or related field. One to two years related experience in an office environment with exposure to community groups; or an equivalent combination of education and experience may be considered in lieu of the formal degree.

Conditions of Employment:

Background check with state and Federal law enforcement agency required. Selected applicant must submit to a pre-employment substance abuse screening test and receive a negative result for the use of drugs and alcohol as specified in agency policies. Must submit and receive negative results for random testing of same. Applicant must have and maintain a valid NC driver's license with an acceptable driving record and proof of insurance. Must be able to pass a post offer physical examination. Action Pathways, Inc. is an "at-will" employer. Either the employee or Action Pathways, Inc. may terminate the employment arrangement at any time, with or without cause. Management has the exclusive right to alter this job description at any time without notice. The job description or announcement is not an employment agreement or contract.

General Duties & Responsibilities:

Provides excellent customer service and administrative support to Food Bank operations.

- Prepares receipts of outgoing orders, verifies representative's authorization as a member in good standing.
- Provide support in day-to-day member agency shopping area and warehouse operations.
- Greet member agencies and check membership cards, etc.
- Assists in scheduling distribution of food for SNAP, TEFAP, and Back Pack Programs. Collects documents and organizes data into reports for submission as required by grants.
- Attends training, staff meetings and career development opportunities to remain abreast of proposed legislative changes or current conditions that impact food banking activities.

Knowledge:

Applicant must be able to:

- Have a valid driver's license and own transportation to make follow up visits to agencies in a seven county area.
- Type or keyboard at least 50 words per minute accurately.
- A comprehensive knowledge of office machines, procedures and equipment is essential to success in the position.

How to Apply:

Applications may be obtained at Action Pathways, Inc., 316 Green Street, Fayetteville, NC or download an employment application at actionpathways.ngo. Applications and resumes must be received by 4:00 pm on the application closing date listed in the announcement. Please direct all applications to the attention of the Human Resources Department.

"An Equal Opportunity Employer"
Action Pathways, Inc. hires only United States citizens and lawfully authorized aliens who are in compliance with the Immigration Reform and Control Act.