



Delivery & Food Operations Associate

Overview of Hand2Hand

Hand2Hand is a Christian faith-based organization that provides weekend food to 15,000 students across 280 schools in 8 counties throughout West Michigan. Hand2Hand mobilizes churches, schools, individuals, and businesses to collaborate in the shared mission of ending weekend hunger for children ages 3 to 18.

Job Purpose

This role is responsible for the transportation and delivery of food and supplies to support Hand2Hand's mission and operational needs. In addition to safe and professional driving, the position assists with logistics coordination and transportation scheduling to ensure timely, efficient distribution across our network. As a front-facing representative of Hand2Hand, this individual regularly interacts with partners, vendors, schools, and sometimes students—playing a key role in building trust, fostering relationships, and upholding the organization's values in every interaction. The associate is also cross-trained to support the Food Operations team with warehouse tasks such as order fulfillment, inventory movement, and packing event preparation. This flexible, hands-on role is vital in ensuring food moves smoothly through our system and into the hands of students who need it most.

Delivery Operations Responsibilities

- Represent Hand2Hand well by demonstrating the four core values daily. (Prayer-Focused, Wise Stewardship, Relational Partnerships, and Servant Leadership)
- Serve as a reliable and respectful point of contact with partners, schools, donors, volunteers, and vendors during all deliveries and pickups.
- Safely drive and operate Hand2Hand vehicles—including cargo vans, trailers, minivans, and box trucks—for the transport of goods as needed.
- Support scheduling and logistics for deliveries, including coordinating with volunteer drivers and setting pick-up/drop-off appointments.
- Work collaboratively with staff and volunteers to complete delivery tasks while maintaining safety standards.
- Perform basic vehicle maintenance (fueling, cleaning, tire checks) and report any repair needs.
- Conduct quality checks on picked-up items, including counts and expiration date reviews when possible.
- Operate warehouse equipment (forklift, pallet jacks) to load, unload, and stock products; assist with routine equipment maintenance (charging batteries, checking fluid levels).

Food Operations Responsibilities

- Keep products organized and receive and restocking the warehouse when shipments arrive
- Packing Event duties-
 - pull the correct amount of each needed product as indicated on the event estimate sheet, building safe pallets for transport around the building or offsite
 - pull event sets into packing room pre-event and completed boxes out post-event
- Cross-train as necessary to assist with other food ops tasks, ie, donation intake, Hand2Hand Store
- Adhere to food storage guidelines, utilizing donations and the "first expired, first out" method
- Collaborate with the Food Ops team to increase efficiency and serve partners better
- Assure cleanliness and organization in the warehouse, parking area, and loading dock



Qualifications

- Passionate about the mission and vision of Hand2Hand.
- Able to work independently and thrive in a collaborative team environment.
- Accurate, organized, efficient, detail-oriented, and flexible.
- Physically able to lift/move 20–40 lbs frequently while bending, twisting, and squatting.
- Holds a valid chauffeur license (or willing to obtain one) with an active, clean driving record
- Must pass a D.O.T. physical exam (required for driving box truck)
- Ability to operate a forklift and pallet jack (training provided)
- Humble, eager to learn, and open to personal and professional growth.
- Comfortable using, or willing to learn, basic digital tools, including Google Suite (Gmail, Calendar, Sheets) and Timesheets.com for scheduling and payroll.

Benefits

- Competitive salary based on experience
- Health benefits (medical, dental, vision)
- Paid time off and holidays
- Professional development opportunities
- A supportive and faith-centered work environment

How to Apply

If you are passionate about making a difference in the lives of children and families, we would love to hear from you! Please submit your resume, cover letter, and relevant references to Michelle Hauch, Director of Finance & Administration, at michelle@h2hkids.org.

Hand2Hand is an equal-opportunity employer. We encourage individuals of all backgrounds to apply.