

Catholic Charities of Southeast Texas

Job Description

Position/Title	Team Member
Grade	23-002-N
Classification	Full time, hourly
Category	Clerical/Administrative/Direct Service
Department/Program	Market to HOPE
Date Revised	09 March 2026

General Description

The Full-time Market to HOPE Team Member supports the mission of Catholic Charities of Southeast Texas by assisting in the daily operations of the food pantry. This role is integral to maintaining a welcoming environment for neighbors, data entry, clerical work, shopping with neighbors, stocking when needed, and any other tasks that are needed when not with clients.

Primary Responsibilities

- Greet and assist neighbors and volunteers with professionalism and courtesy.
- Receive donations and ensure appropriate handling and documentation.
- Client Intake and Data entry.
- Maintain inventory levels and rotate stock as needed.
- Assist volunteers with answering questions regarding the production process.
- Maintains safe and organized works spaces in all processing areas of the store.
- Assist with opening and closing process as needed.
- Maintain a clean environment during shift and clean and reset station before leaving for the day.
- Serves as a backup on the sales floor, front desk for check-in, or warehouse, when needed.
- Position hours will vary and may include evenings and weekends.
- Must be a team player and work well with others.

Secondary Responsibilities

- Answers telephones, takes messages, greets and directs neighbors/volunteers.
- Attends mandatory Staff Meetings and Staff Trainings.
- Participate in seasonal or special promotional events.
- Performs other duties as required by Director, Store Coordinator, Vice President of Programs, and/or President/CEO, such as preparing for, attending and/or supporting special events and projects. (Examples include: assisting with outreach activities, participating in staff retreats, United Way or other Funders' visits, agency fairs and speaking engagements, as deemed applicable).
- Must demonstrate good written and verbal communication skills.

General Expectations

- Uphold the principles of Catholic Social Teaching.
- Uphold the mission and goals of the agency.
- Adhere to all policies and procedures of the agency, department, and program.
- Follow the Code of Ethics for the Catholic Charities USA network of agencies and, in as much as they are congruent with these, to follow applicable professional codes of ethics.
- Comply fully with and maintain all relevant licensing, certification, accreditation, and legal standards as required by the agency, HIPAA, and other applicable federal, state, and local laws and regulations.
- Must have adequate, available, reliable transportation. Must provide annually a copy of valid Texas driver's license and proof of personal automobile insurance.

- Must maintain high-level knowledge required to perform job duties.
- Must treat all stakeholders of the agency with dignity and respect. Demonstrate sensitivity to all cultures. Inspire the trust of others. Work ethically and with integrity.
- Protect and maintain the confidentiality of all personal identifiable information (PII) and all information that may be of a personal or sensitive nature pertaining to employees, clients, donors, volunteers, and/or the overall agency.

Physical Requirements

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the primary responsibilities of this job. Upon request, reasonable accommodation may be made to enable individuals with disabilities to perform the primary responsibilities. The demands include but are not limited to:

- Requires ability to hear and to speak clearly using appropriate grammar and tone.
- May require working on a computer or cash register.
- May require conceptual, creative, and problem-solving skills; ability to manage multiple tasks simultaneously and within the confines of deadlines.
- May need to regularly stand and walk.
- May need to climb stairs with varied frequency.
- May need to frequently lift and/or move up to 15 pounds and occasionally lift and/or move up to 35 pounds.

Experience, Education, Training, Language

- High School Diploma or GED preferred.
- Previous related/similar work experience preferred.
- Must demonstrate good written and verbal communication skills.
- Bilingual in English and Spanish is a plus but not required.

Note: Training will be provided on store policies, intake process, and safety procedures.

Supervisory Responsibilities (highlight one)		NO
Reports to	Store Coordinator	