

Food Operations Manager

The River Food Pantry

The River Food Pantry is Dane County's busiest food pantry, offering free groceries, meals, and clothing to anyone who comes for help. We also provide a mobile lunch program for children and teens in low income neighborhoods surrounding the food pantry.

The River feeds more than 650 Dane County families per week, sharing about 2 million pounds of food each year. Over \$3.6 million in goods and services are distributed annually. We also serve over 550 hot meals each week and currently distribute 300 mobile packed lunches on each non-school day.

The organization has undergone an exciting change, with the recent hiring of its first professional Executive Director. It's an exciting time to be involved with The River as the organization embarks on a journey to craft a bold new vision for the future of service to the community.

Summary

Reporting to the Director – Operations and Volunteer Service, this position is responsible for coordinating and implementing the smooth, efficient and effective operation of the pantry, warehouse and kitchen, as well as managing the mobile lunch program.

Essential Duties And Responsibilities

- Accountable for the performance of Pantry Supervisor, Community Meals Chef, Administrative Assistant and the Lunch Program Coordinator, providing ongoing feedback, establishing performance expectations and conducting performance reviews.
- Establish and maintain work schedules; plan for covering absences.
- Manage the smooth functioning of weekly pantry sessions which includes assigning volunteers to various jobs, ensuring the fair distribution of food according to quantities available and pantry guidelines, monitoring client intake, keeping the shopping process flowing smoothly and making sure that clients have a positive shopping experience and are treated with kindness, dignity and respect.
- Keep Director – Operations and Volunteer Service promptly and fully informed of all issues (i.e. problems, unusual matters of significance and positive events) and take prompt, corrective action where necessary or suggest alternative courses of action.
- Work with available food resources to maximize food selections available to clients of the Pantry.

- Collaborate with Dane County Jail volunteer coordinators to provide volunteer opportunities for Huber and Diversion individuals, offer them encouragement and support, and coach them in developing job skills to prepare for their future.
- Responsible to maintain the food pantry and kitchen in full compliance with all applicable Federal, State and local regulatory safety, and health requirements in collaboration with the Director – Operations and Volunteer Service.
- Maintain the cleanliness of the food pantry and kitchen by monitoring cleanings, planning physical layouts of stock, and arranging for any needed repairs in collaboration with the Director – Operations and Volunteer Service.
- Troubleshoot and resolve operational problems in collaboration with the Director – Operations and Volunteer Service.
- Contribute to training, scheduling, assignment and direction of volunteers.
- Work collaboratively to cultivate a sense of community among volunteers and make their volunteer experience a meaningful opportunity to make a difference in the lives of those who have less.
- Provide direction to staff regarding operational and procedural issues.
- Ensure timely coordination and execution of daily pickups from local wholesalers, grocery stores, schools, food banks, and other locations.
- Oversee the smooth and efficient daily operation of the warehouse and pantry, ensuring efficient and effective receipt, storage and distribution of perishable and shelf stable food products to clients with an eye toward continuous improvement.
- Responsible for coordinating the transportation of Huber volunteers.

QUALIFICATIONS

Education and Experience

- Bachelor's degree desired. May possess equivalent combination of accepted education and experience that would provide necessary knowledge, skills and abilities to perform the functions of the position
- Successful management experience in the food supply or retail grocery industry preferred.
- Proven ability to manage and coordinate operations.

Knowledge and Skills

- Sincere passion for the mission of the River Food Pantry
- Thorough knowledge of business and management principles involved in resource allocation, best practice operations methods, modern warehousing and inventory practices and coordination of people and resources.

- Competent driving skills in safely operating the pantry vehicles.
- Ability to adapt well to changing priorities, circumstances and events
- Effectiveness at establishing and maintaining positive interpersonal relationships with staff, volunteers and clients
- Knowledge of Federal, State and local employment laws.
- Knowledge of food safety, personal hygiene and sanitation measures
- Adequate knowledge of organizational effectiveness and operations management
- Detail oriented, well organized and resourceful in setting priorities; ability to be flexible and to manage multiple efforts simultaneously.
- Excellent verbal and written communication skills.
- Excellent empathetic listening skills, with the ability to perceive the needs of others.
- A demonstrated commitment to high professional ethical standards in a diverse workplace
- Basic IT skills (databases, MS Office etc.)
- Excels at operating in an fast pace, community environment
- Strong problem solving and analytical skills and the desire to seek solutions
- Must obtain Forklift Certification prior to operating a forklift.
- Must obtain Serve Safe Certification

Salary commensurate with experience and benefits package included

To apply, please email your cover letter and resume to Jim Lenzer, The River Food Pantry Human Resources Manager at hrinfo@riverfoodpantry.org.

The River Food Pantry is an Affirmative Action and Equal Opportunity Employer.