



OPERATIONS MANAGER

Job Description

January 2024

JOB TITLE **Operations Manager**

Reports to: Executive Director

Status: Non-exempt, Full Time

ABOUT THE FOOD BANK

The Ferndale Food Bank is a private non-profit that is committed to the mission of distributing food and support to all community members in need, with dignity, respect, and understanding. Single individuals and families can visit once a week for as long as assistance is needed.

JOB FUNCTION

Provide daily leadership, management, and support for all involved in the operation of the Food Bank. Work closely with the Executive Director. Work closely with the staff and volunteers to ensure all distributions, pickups, and deliveries are completed in an effective and timely manner and with care and dignity for clients. Along with any supervisory responsibilities, this position is hands-on and must be able to carry out a variety of manual and computer tasks associated with the receipt, storage, and distribution of food products. These tasks include food product purchasing, working with community partners, organizing deliveries, operating warehouse equipment, and driving a van/truck for food pick-up and deliveries.

DUTIES AND RESPONSIBILITIES

1. Volunteer Training, Supervision, and Management

- a. Work with the Executive Director to develop and execute regular comprehensive volunteer training on tasks, de-escalation and non-biases best practices, and emergency protocol.
- b. Develop and train volunteers on comprehensive, uniform protocol for operation tasks and roles of the food bank.
- c. Make sure volunteers are instructed properly on their respective roles/positions within the food bank operation.
- d. Work with the Executive Director to engage in volunteer recruitment when necessary.

2. Food Handling, Inventory, and Purchasing

- a. Ensure all necessary food inventory is acquired through purchasing, donations, trades, etc. Maintain a proactive inventory to always have necessary resources for distributions and deliveries.
- b. Oversee the detailed and accurate recording of all food donation systems.
- c. Train volunteers on proper food handling systems and practices in compliance with WA State Food Handling Requirements. Oversee compliance of volunteers with all food handling safety requirements.

- d. Work with the Executive Assistant to ensure all necessary food handlers' cards are up to date and renewed when necessary.

3. Manage Distributions

- a. Oversee the facilitation of all food distributions in any form they take.
- b. Ensure distributions, pickups and deliveries are properly staffed and operated by competent individuals and volunteers. This includes monitoring volunteer absences and needs and helping volunteers find coverage.
- c. Ensure all distributions and pickups occur in a timely and professional manner.

4. Oversee Warehouse and Maintenance Duties

- a. Oversee a variety of food warehouse duties including receiving, inspecting, weighing, tagging, and sorting food products, pulling orders, loading orders.
- b. Oversee equipment and building/facility needs, maintenance, and repairs. This includes forklifts, power jacks, cold storage, etc. Ensure optimal operating level of warehouse equipment. Work with Executive Director to attend to maintenance needs.

5. Work with Executive Director, Staff, and Volunteers

- a. Work closely with the Executive Director to ensure maintenance and compliance of the yearly food and maintenance budgets.
- b. Work closely with the Executive Director and Executive Assistance to ensure optimization and compliance with all grant related regulations of food purchasing. This includes following all inventory and tracking requirements of programs such as TEFAP.
- c. Maintain an orderly work environment both physically and culturally.
- d. Maintain close communication with staff, clients, and volunteers in a professional and competent manner.
- e. Facilitate a culture of continuous improvement.
- f. Provide regular reports on progress, goals, task completion, and needs for assistance to Executive Director.

QUALIFICATIONS

- High school diploma or equivalent. Bachelors degree in food management, non-profit management, environmental sciences, agriculture, or other related fields OR the work experience equivalent a plus.
- A minimum of two years experience in the food or non-profit industry. High proficiency with inventory and ordering a plus.
- A minimum of one year of managerial or supervisory experience.
- Experience with food insecure populations or non-profit management. Demonstrated interest and passion in food systems and food security.
- Basic competency in Spanish, Russian, or Ukrainian languages a plus.

SKILLS

- Excellent communication skills, demonstrating ability to communicate and build rapport with volunteers, staff, clients, and community partners, and to give and receive constructive feedback.
- Excellent customer service and interpersonal skills.
- Strong organizational and information management with an attention to detail and accuracy.
- Ability to create and deliver performance goals and feedback to appropriate staff and volunteers.
- Ability to work both independently and as part of a team.
- Ability to meet deadlines and manage multiple concurrent tasks.
- Ability to proficiently use a computer and related technology.

- Accurately use basic math skills.
- Ability to lift and carry food inventory weighing up to 65 pounds.
- Valid Washington State driver's license.
- Valid Washington State food handlers permit.

DESIRED CHARACTERISTICS

- Talented at multi-tasking physical, supervisory, and administrative responsibilities with focus and attention to detail.
- Strong time management.
- Strong problem-solving skills in a team approach.
- Ability to motivate others and foster an energizing, cooperative environment.
- Ability to engage in de-escalation and non-biases practices and handle situations with understanding and empathy.
- Comfortability with driving a box truck.

COMPENSATION, SCHEDULE, AND BENEFITS

- Full-Time in-person, hourly (32-40 hrs./week)
- Salary: \$25-\$27/hour DOE
- Weekends and some evenings required for distributions or special events. Subject to change.
- Benefits include PTO accrual based on hours and \$250/month healthcare stipend after 90 days of employment. Accrual of paid sick leave per WA state law.

HOW TO APPLY

Email a cover letter, resume, and the contact information for three professional references to director@ferndalefoodbank.org with the subject "Operations Manager Application." In your cover letter please describe why you are interested in this position.

Desired Start Date: March 1st, 2024 or sooner.

The Ferndale Food Bank complies with all federal, state, and local laws which prohibit discrimination in employment.

The Ferndale Food Bank is an equal opportunity employer. We must ensure an environment and process where there is no discrimination against any qualified employee or job applicant for employment based on race, color, religion, national origin, ancestry, age, sex, marital status, military service, sexual orientation, gender identity, genetic information, alternative abilities, or any other protected status.

All new employees must show employment eligibility verification as required by the U.S. Citizen and Immigration Service before beginning work at the Ferndale Food Bank.

Physical Requirements

Frequency Guidelines:

N: Never (not at all) **S:** Seldom (1-10% of the time) **O:** Occasional (11-33% of the time)

F: Frequent (34-66% of the time) **C:** Constant (67 – 100% of the time)

Sitting: **O** Standing: **C** Walking: **C** Height/Ladder/Stairs: **F** Twisting at the Waist: **F**

Bending/Stooping: **C** Squatting/Kneeling: **F** Crawling: **S** Reaching Out: **C** Talking/Hearing/Seeing: **C**

Working Above Shoulders: **F** Handling/Grasping: **C** Fine Finger Manipulation: **O** Foot Controls: **C** Driving: **F**

Repetitive Motion: **C** Lifting 50 lbs. or more: **C** Carrying 50 lbs. or more: **C** Pushing/Pulling 50 lbs. or more:

C