



FOOTHILLS FOOD BANK OPERATIONS MANAGER

POSITION OVERVIEW

The Operations Manager is responsible for managing the core distribution function of Foothills Food Bank, including: 1) ordering, receiving, storage, and distribution of product, 2) volunteer management and task delegation to support the receiving and distribution of product, and 3) promoting a positive experience for food bank clients and volunteers through all aspects of the role. As one of only two full-time roles at Foothills Food Bank, the Operations Manager reports to and works in close, day-to-day partnership with the Executive Director to keep the organization running smoothly.

RESPONSIBILITIES

Food Procurement & Inventory Management

- Oversee the efficient movement of product, including receipt, storage, and resource use, while minimizing waste or damage.
- Coordinate food procurement from various sources to meet client needs.
- Maintain the inventory management system and ensure it is updated weekly.
- Develop vendor relationships to ensure the most cost-effective pricing.
- Identify additional procurement opportunities, such as grocery rescue programs, farms, and other distributors.
- Work closely with the Executive Director to ensure budgets are met and appropriate food is purchased for upcoming programs.
- Ensure all grant requirements are met by integrating compliance into daily operations, reporting, and resource management.
- Continuously evaluate and improve operational systems to enhance efficiency, ensure seamless service delivery, and maintain continuity of food distribution.

Equipment & Facility Maintenance

- Manage vehicle and equipment repair, maintenance, and cleaning schedules.
- Ensure all equipment is properly maintained and safe for operators.
- Maintain a clean and orderly warehouse to ensure efficient storage and an organized distribution line.

- Develop and/or update a Food Safety Plan and Risk Management Plan.
- Uphold food safety industry standards for proper product handling, storage, and warehouse sanitation.
- Notify the Executive Director of equipment maintenance issues and coordinate regular building, equipment, and grounds maintenance.
- Maintain a maintenance log and arrange for regular service and repair.
- Ensure all required legal inspections and sanitation schedules are completed as set by the lease and other regulatory agencies.

Collaboration & Development

- Report regularly to the Executive Director on ongoing operations management.
- Attend networking opportunities to build and share community resources, in the absence of, or at the request of, the Executive Director.
- Work closely with the Executive Director to respond to emerging opportunities and challenges.
- Perform other duties as assigned or delegated.

Volunteer Management

- Write volunteer job descriptions, post openings, screen applicants, and run orientations.
- Coordinate shifts, manage daily coverage, and support volunteers on site.
- Design safety protocols and role-specific guidelines to ensure all volunteers are adequately trained for their roles.
- Distribute updates, help plan and execute appreciation events, and track volunteer milestones.

Data & Reporting

- Track volunteer hours and food donation totals, and report data to the Executive Director on a monthly basis.
- Maintain Food Bank Manager, our visit tracking software, to ensure that client visit data is collected correctly.

Workplace Culture & Client Dignity

- Foster a respectful, inclusive team environment through professional communication and by modeling behavior free from discrimination and other inappropriate conduct.
- Promote and maintain a climate of respect and dignity for food bank clients, actively working to reduce client stigma and increase client comfort.
- Demonstrate a commitment to providing trauma-informed services.

QUALIFICATIONS

Required

- Honesty, integrity, and a commitment to Foothills Food Bank's Mission and Vision.
- High school diploma or equivalent required; Bachelor's degree preferred. Relevant experience strongly considered as an alternative to a higher education degree.
- Excellent organizational and time-management skills.
- Demonstrated ability to be self-directed, proactive, and accountable for results.
- Strong team-building, interpersonal, leadership, and communication skills, including the ability to represent Foothills Food Bank professionally with vendors, donors, and community partners.
- Ability to lift or move up to 50 pounds.
- Strong computer literacy skills, particularly in Microsoft Word and Excel.
- Valid driver's license and reliable vehicle.
- Active forklift certification or ability to obtain within 14 days of hire.
- Food handler's card or ServSafe certification, or ability to obtain within 14 days of hire.

Preferred

- 1-3 years of experience in non-profit organizations, food industry management, or business administration.
- Experience working in social service settings and/or with underserved communities.
- Experience supervising and managing a team of employees and/or volunteers.
- Experience driving a commercial vehicle and/or forklift.
- Experience using a pallet jack.

COMPENSATION AND BENEFITS

FTE: 32 hours per week, non-exempt (with potential for additional hours based on organizational need and demonstrated initiative)

\$25.00–\$29.00/hour, commensurate with experience

10 (Ten) days PTO/yr.

12 (Twelve) Paid Holidays

2 (Two) Paid Personal Days

40 hours of sick leave granted after 30 days of employment, accrued 1 hour of sick leave for every 40 hours worked

Monthly Employer HSA contributions

Professional development opportunities (Annual Training and Development budget)

TO APPLY

Before August 31st, applicants should submit the following items by email to director@foothillsfoodbank.org using the subject line "Operations Manager Application." Please attach items 1-3 to your message and include item 4 in the email body.

1. Cover letter
2. Resume highlighting relevant experience
3. Three professional references
4. Written acknowledgement of position requirements: 1) Valid driver's license, 2) reliable personal vehicle

It is the policy of FFB to provide equal employment opportunity (EEO) to all applicants and employees regardless of their race, color, creed, national origin, religion, sex, gender, age, sexual orientation, gender identity and expression, marital status, genetic information, honorably discharged veteran or military status, the presence of sensory, mental, or physical disability, and/or any other characteristic protected by law.

Our commitment to diversity extends beyond compliance—we believe that varied perspectives and experiences strengthen our ability to serve our community effectively.