

Channel One Regional Food Bank

Job Opening



Job Title: Food Shelf Manager
Department: Programs and Agency Services
Classification: Full-time, non-exempt – 40 hours/week
Reports to: Programs and Agency Services Director
Schedule: Schedule will vary from 7:30 am to 6:30 pm Monday through Friday.

POSITION SUMMARY

This position is responsible for the operations of the Channel One Food Shelf, with goal of sustaining our model of choice, nutrition and dignified experience for our shoppers in order to ensure access to groceries for neighbors experiencing food insecurity. This includes ordering food and supplies and managing food flow from receiving, inventory, storage and stocking for the Food Shelf and related programs. The Food Shelf Manager is responsible for ensuring compliance with Feeding America, TEFAP and Channel One processes for safe food handling, storage, and distribution. This includes sanitation and maintenance of storage areas and the Food Shelf shopping area.

ESSENTIAL DUTIES AND ACCOUNTABILITIES

Food Sourcing and Inventory

1. In collaboration with Community Access Manager, utilizing shopper surveys for top requested foods, Channel One sourcing strategies and department budgets, source food and supplies for the Channel One Food Shelf and related programs.
2. Place food orders through the Operations Team to ensure accuracy and adherence to department budget and sourcing plans.
3. Receive orders and deliveries, maintaining adequate warehouse procedures and controls.
4. Maintain inventory records and systems, including tracking orders, maintaining receiving logs and waste records. This includes responsibility for month-end inventory and calculating pounds distributed to households monthly.

Food Shelf and Program Stocking

1. Ensure that the Food Shelf is adequately stocked based on service statistics and program needs.
2. Responsible for stocking standards at the Channel One Food Shelf, prioritizing fresh food first. This includes utilizing SuperShelf categories and signage and managing the flow of high demand foods utilizing the Market Counter.
3. Lead by example, demonstrating stocking and distribution expectations to staff and volunteers. This includes orienting volunteers to sorting retail donations and other stocking tasks.
4. Train, coach and support staff and volunteers to meet stocking standards and operational practices.
5. Manage stocking/packing for Mobile Markets, Mobile Pantries and delivery programs as needed.
6. In collaboration with the Community Access Manager, foster a welcoming environment in the Food Shelf, using warm, positive language to diffuse shopper conflict.

Operational Regulations, Storage and Food Safety

1. Serve as the Food Shelf's Certified Food Protection Manager, ensuring that food is handled, stored and distributed in compliance with Feeding America, Channel One and all local, state and federal regulations, ensuring the wholesomeness of food until distributed.
2. Serve as the Food Shelf's point of contact for product recalls, condition issues and complaints. This includes serving as point of contact for pest control and food hazard mitigation.

3. Maintain food and supply storage, utilizing organizational cleaning, maintenance and warehousing standards and procedures. This includes oversight of daily, weekly, monthly and quarterly cleaning schedules and temperature logs for all coolers and freezers, ensuring corrective action when needed.
4. With oversight of Channel One's Safety Committee and Operations Specialist, enforce all safety, food safety and sanitation programs and practices consistently through regular practice and example.

Supervision, Training and Team Development

1. Supervise Food Shelf team, as assigned.
2. Communicate expectations clearly and provide timely feedback on performance and conduct.
3. Foster a collaborative, shopper focused work environment.

Qualifications, Education, and Experience

- Relevant experience in the hunger relief network, food distribution sector or a related field preferred.
- All relevant experience including education, employment history and transferable skills considered.
- Previous supervision or volunteer management experience preferred.
- Ability to perform tasks as required, including lifting up to 50 pounds, walking, bending, pulling stooping and reaching.
- Ability to operate warehouse equipment including forklifts and pallet jacks.

Skills and Abilities

- Proficiency with MS Office (Word, Excel, Outlook)
- Competent in learning new software for tracking and reporting
- Strong communication and interpersonal skills
- Ability to provide direction to and collaborate with team members and volunteers
- Excellent problem-solving skills
- High standards of professional ethics and conduct
- Committed to Channel One Regional Food Bank's mission

Wage and Benefits

Starting pay ranges from \$23.00 - \$24.00 per hour.

Benefits include:

- Health Insurance
- Company paid Employee Dental Insurance
- Company paid Employee Life and LTD Insurance
- 401(K) with employer match
- 9 Paid Holidays
- Paid Vacation and Paid Sick Leave
- 30 Minutes paid lunch breaks