

Channel One Regional Food Bank



Job Opening

Job Title: Operations Manager
Department: Food Bank
Classification: Full-time, Exempt – 40 hours/week
Reports to: Director of Operations

POSITION SUMMARY

The Operations Manager provides leadership and oversight for day-to-day operational execution, ensuring a proactive, efficient, and reliable food bank operation. This role is responsible for operational continuity and throughput across warehouse operations, logistics and transportation, and food sourcing execution. Consistent attendance and regular on-site presence are required to support effective coordination, delegation, and decision-making.

With delegated authority from the Director of Operations, the Operations Manager focuses on operational execution coordinating and delegating day-to-day operations. The role is responsible for implementing and managing the strategic operational plan defined by the Director of Operations and Channel One Leadership, with primary emphasis on purchasing, logistics and fleet management, and operational efficiency. The Operations Manager works in close collaboration with the Director of Operations and provides operational insight and expertise to support informed leadership decisions.

The Operations Manager oversees logistics and food sourcing functions, with the Warehouse Supervisor and Food Sourcing Manager reporting to this role. The Operations Manager also provides operational oversight across warehouse execution to ensure alignment and consistency, supporting hands-on task completion when appropriate. The Compliance Manager and Inventory Controller operate outside this reporting structure, with the Operations Manager partnering closely with them to support compliance and inventory controls while preserving appropriate separation of duties.

ESSENTIAL DUTIES AND ACCOUNTABILITIES

Operational Leadership & Delegation

1. Provide leadership and oversight for day-to-day operational execution across warehouse operations, logistics and transportation, and food sourcing.
2. Translate strategic priorities set by the Director of Operations into executable plans, staffing direction, and operational workflows.
3. Exercise delegated authority over operational decision-making, escalation management, and resource prioritization.
4. Directly supervise and support the Warehouse Supervisor and Food Sourcing Manager.
5. Ensure visible presence and availability to proactively address operational issues and support effective delegation.
6. Serve as a key operational leader during emergencies, crisis situations, or disaster response events, coordinating logistics, staffing, transportation, and warehouse operations to support community response efforts.
7. Provide on-call operational leadership and respond to after-hours warehouse, fleet, or facility-related issues as needed to address urgent operational disruptions, safety concerns, or emergencies.

Warehouse Operations Oversight

8. Oversee warehouse execution through supervisory staff, ensuring consistent, safe, and efficient storage, order fulfillment, sanitation, and facility operations.
9. Partner with the Warehouse Supervisor to resolve workflow challenges, labor constraints, space limitations, and service disruptions.
10. Ensure warehouse execution adheres to established SOPs, safety standards, and operational expectations.

Food Sourcing, Purchasing & Procurement

11. Lead and coordinate food sourcing across all channels, including donated food, purchased food, and government commodities.
12. Oversee procurement of purchased food within approved operating budgets and grant-funded parameters, including structured spend tracking and deadline management.
13. Manage other operational purchasing as needed, including vendor relationships, pricing, and contract coordination.
14. Support tracking and management of food-related grants to ensure allowable use, timely expenditure, and reporting compliance.
15. Partner with the Food Sourcing Manager on donor-based sourcing by providing operational guidance and relationship support.
16. Ensure alignment between sourcing activity, inventory capacity, funding restrictions, and program priorities.

17. Analyze sourcing trends and performance across all channels and provide data-driven recommendations to improve balance, reliability, and sustainability.

Logistics, Transportation & Fleet Management

18. Oversee logistics and transportation operations, including inbound pickups, outbound deliveries, and retail rescue activities.
19. Supervise CDL drivers and transportation staff and ensure consistent execution of route and delivery plans.
20. Oversee fleet utilization, maintenance coordination, and operational readiness.
21. Maintain oversight of DOT compliance requirements, including driver qualification files and related documentation.

Inventory & Compliance Partnership

22. Partner with the Inventory Controller and Compliance Manager to support inventory accuracy, audit readiness, and regulatory compliance.
23. Ensure operational teams follow inventory controls, food safety requirements, and handling procedures.
24. Escalate systemic operational risks or compliance-impacting issues to the Director of Operations with recommended actions.

Data, Reporting & Continuous Improvement

25. Contribute operational insight to the organization's data and analytics efforts, including purchasing, logistics, and performance metrics.
26. Monitor operational trends and identify opportunities to improve efficiency, service reliability, and cost control.
27. Support continuous improvement initiatives that strengthen throughput, safety, accuracy, and overall operational performance.

Other

- Support organizational initiatives, special projects, emergency response efforts, and seasonal operational demands.
- Participate in leadership and cross-functional meetings as required.
- Perform other duties related to operations management as requested.

QUALIFICATIONS, EXPERIENCE, AND EDUCATION

- Experience in operations management, logistics, warehouse management, transportation, or distribution environments required.
- Proven experience supervising frontline staff and coordinating complex day-to-day operations.
- Experience in nonprofit food distribution or regulated environments is helpful.
- Formal education is valued but not required; relevant experience and demonstrated competence are prioritized.

Skills and Abilities

- Strong leadership and team supervision skills.
- Ability to organize work, set priorities, and adapt to changing operational demands.
- Knowledge of warehouse safety, food safety, and material handling best practices.
- Strong communication and interpersonal skills.
- Ability to work on the warehouse floor and perform physical tasks as required.
- Commitment to accuracy, safety, and operational excellence.
- Commitment to Channel One Regional Food Bank's mission and values.

Wage and Benefits

Salary ranges from \$60,000-\$62,600/year

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