

Harvest of Hope Pantry Operations Manager

Position: Food Pantry Operations Manager
Reports to: Executive Director
Supervises: Inventory Associate
Schedule: Exempt, Full Time, Monday through Friday (rare weekends)
Pay: \$43,000 to \$45,000 annual salary dependent upon experience
(plus Benefits)

Harvest of Hope Pantry is a 501.c.3 Non-profit food pantry located in Boulder, CO; providing healthy supplemental food to families and individuals in need in a safe, welcoming and non-judgmental environment.

Programs include:

- Shopping once a week for people with kitchens (M-F 9:00am to 11:00am and Thursdays from 4:30pm – 6:30pm)
- Shopping daily for people without kitchens (M-F 12:00pm – 2:00pm)
- Mobile and Pop-up Pantries with partners as scheduled.
- Mail service for clients registered for our afternoon shopping program

Position Description:

Harvest of Hope Pantry is hiring an Operations Manager to lead and coordinate all food programs and oversee daily operations. This includes compliance with Food Safety regulations, food procurement and stocking, food distribution, daily programs, and facilities management. The Operations Manager will work closely with the Executive Director; as well as a diverse population and must be sensitive to the culture, religion, language, age, gender and sexual orientation of the population served. Duties include:

FOOD

- Management of ordering, purchasing, and inventory of food, personal care items and operational supplies
- Coordination of Food Drives - Sign-up, pick-ups and deliveries, outreach, answer questions as-needed, update HOH Calendar, update Food Drive spreadsheet
- Ensure compliance of staff and volunteers with Nutrition and Food Safety policies
- Management and scheduling of the Inventory Associate
- Work with Executive Director to create, develop, retain relationships among food providers/food donors
- Oversee receipt of food donations and accurately record all food donations, food which is thrown away, and inventory logs
- Maintain sustainable inventory tracking system

FACILITIES

- Oversee opening and closing of Pantry
- Daily facilities management including checking refrigerator and freezer temps. and communication with maintenance to ensure proper function of facility equipment.
- Ensure safe, clean and efficient operation of the food pantry
- Manage shopping floor during business hours
- Oversee general building maintenance as needed
- Oversee maintenance and cleanliness of van

VOLUNTEERS

- Support the Volunteer Coordinator
- Work to maintain volunteer relationships and work cooperatively with all volunteers in delivery of shopping programs to clients

- Providing direction and supervision for volunteers while on-site
- Tours of groups as-needed

ADMIN & PARTNERSHIPS

- Manage, maintain, and log food donations and enter into monthly pounds report
- Enter Community Food Share statistics monthly
- Input and maintain accurate records of all food donations, purchased food, and waste logs and provide monthly reports to ED
- Works to ensure the effective development, delivery and evaluation of programs, services and outreach. Evaluates trends and customer needs and recommends performance measures and improvements
- Support the Client Services Administrator
- Positively represent the Pantry in all interactions and communications
- Perform other duties as requested/needed

Required Qualifications:

- Nonprofit experience in operational supervision and/or program management
- High degree of personal motivation; self-managing; highly organized and detail oriented
- Experience, knowledge and skill with Google Suite, Microsoft Word and Excel; ability to adapt to new software
- Customer service and client communication experience
- Experience working with a diverse group of clients
- Valid State of Colorado driver's license with clean driving record
- Ability to effectively and collaboratively work with staff, board members, donors and volunteers (Must be a team player, not afraid to pitch in when needed)
- Strong professional communication skills
- Ability to lift at least 50 Lbs. and be on feet for hours at a time

Desired Qualifications:

- Experience working in social services environment and an interest in wide range of poverty issues and trends
- Some experience in the food industries
- Spanish language skills a plus
- Interest or training in trauma informed care and de-escalation
- Ability to respectfully and empathetically interact with clients

Harvest of Hope is an equal employment opportunity employer and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.