



GREAT CAREERS START HERE!

Are you interested in becoming a valued member of an award-winning team of professionals who are dedicated to helping ease hardship & foster financial stability in our community? We'd love to hear from you! Apply today for the full-time Food Pantry Manager position by sending your resume to: jobs@nfcchelp.org

Job Summary: Under the direction of the Food Pantry Director, the Food Pantry Manager leads back of house food pantry operations including inventory control, receiving products, client orders, managing volunteers, entering data and creating reports.

Job Duties and Responsibilities:

General Pantry & Inventory Management

- Manage the two food pantry operations staff including the Food Pantry Supervisor and Client Support Specialist and volunteers who help track inventory and fill orders
- Coordinate multi-location food distribution and oversee inventory control through regular counts, reconciling discrepancies, and supporting the annual inventory process.
- Receive and inspect donations to ensure compliance with NFCC quality standards
- Build community partnerships to increase food donations and recovery efforts
- Work with agencies and partners to ensure all internal process are compliant
- Train and onboard new employees who join the food pantry and client services team
- Responsible for Salesforce data entry and reporting for food pantry
- Attend meetings and oversee pantry operations in absence of the Food Pantry Director
- Stock incoming donations in appropriate areas and fulfill orders as needed
- Responsible for troubleshooting pantry client concerns
- Work at NFCC events throughout the year
- Supervise 1 night per week and 1-2 Saturdays per month
- All other duties as assigned by management

Volunteer Management

- Create and maintain accurate role descriptions for all pantry volunteer roles
- Ensure all pantry volunteers have participated in NFCC Volunteer Orientation, have registered electronically, waivers are signed, and volunteers have been provided with all necessary materials (nametag, t-shirt etc.)
- Conduct on-site volunteer orientation and training for new volunteers to the pantry
- Create & update events in volunteer management system to accurately reflect pantry volunteer needs
- Provide oversight of volunteers while on-site at pantry, answering questions, providing direction and resolving concerns
- Manage recurring volunteer absences, identifying substitutes from existing pantry volunteer group
- Communicate new and one-off volunteer needs to Volunteer Services Manager through approved processes
- Communicate scheduling changes directly to scheduled volunteers
- Ensure volunteer hours are accurately tracked and reported in accordance with approved timelines

- Identify performance challenges with volunteers and determine course of action for remediation

Required Skills and Abilities:

- At least two years of inventory management at multiple locations
- At least two years of management experience
- Bilingual (English and Spanish) preferred
- Strong MS Office (Excel) experience and technical aptitude to learn NFCC systems
- Salesforce experience a plus
- Able to work weekends and evenings as needed
- Good interpersonal communications skills required
- Criminal background check clearance and a negative drug test screening

Education and Experience: High School degree or equivalent, previous experience in supervision

Supervisory Responsibilities: Supervise and manage Food Pantry staff and volunteers

Compensation: We offer a competitive salary in the range of \$54,000 – 58,000 based on experience.

Benefits: Our benefits package includes healthcare, life and long-term disability insurance, and supplemental insurance options. We pride ourselves on offering competitive compensation and benefits for full-time employees, including generous paid time off along with 8 paid holidays. We offer:

- 2 benefit options and pay either 100% or 90% of the premiums for medical, dental and vision. Eligibility begins the first day of the month after 30 days of hire.
- 403(b) pretax elective deferrals following the first full pay period after their hire date with a matching contribution – for every \$2.00 an employee contributes to their 403B plan, NFCC contributes an additional \$2.00 up to 4% of your annual compensation.

If this sounds like the role for you, we'd love to meet you! Please submit your resume to jobs@nfcchelp.org.

Job Competencies:

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: Must be able to lift, push or pull up to 50lbs.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EEO Statement: NFCC is an Equal Opportunity Employer, NFCC does not discriminate based on race, religion, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disabilities, national origin, veteran status, or any other basis protected by the law. All employment is decided based on qualifications, merit, and business needs.

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NFCC is a 501(c) 3 nonprofit organization whose mission is to help ease hardship & foster financial stability in our community.