

Job Description – Manager of Food Pantry Operations

Status: Exempt
Hours: 1.0 FTE (Full-time, 40 hours, occasional evenings and weekends)
Compensation: Commensurate with experience
Reports to: Director of Development and Communications
Job Summary: Under the direction of the Director of Development and Communications, the management of the Food Pantry and West Valley Community Services Mobile Pantry. This includes the training and supervision of the Mobile Pantry Coordinator/Driver and pantry volunteers.

DUTIES AND RESPONSIBILITIES

West Valley Community Services Cupertino Pantry related:

- Ensure adequate inventory of food and supplies for West Valley Community Services' food pantries
- Maintain and develop relationships with local grocery stores and Second Harvest Food Bank
- Supervise and manage staff reporting to this position
- Train, support and guide Food Pantry gleaners, volunteers, and staff
- Schedule and substitute Food Pantry gleaners and volunteers in coordination with Volunteer manager
- Maintain all safety requirements in Food Pantry
- Create, update and maintain impeccable procedure and policy documentation
- Accept and weigh donations as appropriate
- Procure food donations and assist for events as appropriate
- Public engagement and speaking engagements as and when required
- Provide support to community resources as and when needed
- Maintain and update process manual for all pantry and mobile programs
- Create, recommend and maintain a tracking process of inventory on site and off site
- Make sure food supplies are adequate and even for all service sites

West Valley on Wheels/ Park it Market - mobile pantry related:

- Ensure adequate inventory and sourcing of food to distribute from the mobile food pantry
- Oversee pantry set up and distribution from the mobile food pantry
- Supervise and train Mobile Pantry Coordinator/Driver and volunteers
- Procure parking locations for the mobile food pantry at various locations through all service sites
- Procure parking for mobile vehicle when not in operation
- Evaluate, coordinate and track repairs and maintenance needs of WVCS vehicles
- Maintain all vehicle and their maintenance logs
- Ensure licenses and registration requirements for all vehicles are up to date
- Create and recommend process improvement and future service sites

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Additional responsibilities:

- Ensure adequate inventory and delivery of food to West Valley Community Services' Pantry partners, all mobile distribution sites and offsite locations, including other partner or beneficiary organizations as deemed necessary.
- Maintain relationships with current and future community beneficiaries and partners who are utilizing or may utilize West Valley Community Services pantry services
- Data entry and Live Impact process implementation
- Generating and sharing reports
- Coordinate and Manage food drives with community partners

West Valley Community Services believes that each employee makes a significant contribution to our success and should not be limited by the assigned responsibilities. This job description outlines primary duties, qualifications, and job scope, but is not intended to be a comprehensive description of job responsibilities. We expect each employee to offer his/her services as necessary to ensure the success of our endeavors.

QUALIFICATIONS

- 5+ Years Supervisory and Operations experience required (warehouse preferred).
- Strong communication and leadership skills – position requires ability to interact and communicate with staff, volunteers, and community (pantry clients and donors). Training in de-escalation techniques desired (will provide training).
- Knowledge of warehouse safety, storage practices, and inventory management required.
- Valid Driver's License and clean driving record required.
- Strong organization and time management skills required.
- Certified in food handling safety standards desired (will provide training if needed).
- Must be able to safely operate a 24' box truck.
- Ability to multitask and work in a fast paced environment
- Basic knowledge of Microsoft Office applications
- Ability to work well with others and lead a team
- Willingness to embrace WVCS mission to provide basic human needs with compassion and dignity
- Ability to work with and embrace diversity
- Ability to build strong relationships
- Strong communication skills
- Must be able to lift 50 pounds
- Valid California driver's license and insured automobile
- Bi-Lingual and ability to work with people from various backgrounds and/or limited English, is a plus
- Clean driving record
- Ability to drive agency vehicles as required to accomplish authorized Agency business.

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- As a small organization operating in a very dynamic environment, a significant amount of flexibility and teamwork is required. Employees are expected to work collaboratively to ensure organizational success.

Note: This position requires walking, standing, sitting and lifting boxes up to 40 lbs., and the ability to work a flexible schedule including occasional evenings and weekend

ABOUT WEST VALLEY COMMUNITY SERVICES

West Valley Community Services is a nonprofit organization that has been providing safety net services to low income and homeless individuals and families in the west valley region of Santa Clara County for more than 40 years. The mission of West Valley Community Services is to unite the community to fight hunger and homelessness. Our work is guided by the vision of a community where every person has food on the table and every person has a roof over their head.

At West Valley Community Services, we value:

- Compassion – We respond to the needs of others with sensitivity and kindness.
- Dignity – We treat everyone with honor and respect.
- Integrity – We operate with honesty and strong moral principles.
- Service – We bring together the community to help others.
- Diversity – We value each individual's uniqueness.
- Ingenuity - We approach our work with creativity and resourcefulness.

These values inform the work we do with our clients, our staff, our board members, and the community.

West Valley Community Services offers a range of safety net services to clients, including a food pantry, affordable housing, emergency financial assistance, a mobile food pantry, financial coaching, family support, case management, and referral services. We also partner with county agencies to ensure clients have access to public health and food assistance benefits. Our programs target families with children, at-risk youth, seniors, individuals, and disabled adults who are extremely low-income, living on a fixed-income, homeless or are at risk of becoming homeless.

West Valley Community Services is the only nonprofit agency helping the almost 22,000 men, women, and children living in poverty in the west valley communities of Cupertino, West San Jose, Monte Sereno, Saratoga, Los Gatos and the surrounding mountain regions. We provide the most vital and basic human services to the community's neediest individuals and families.

Email Cover Letter and Resume to: WVCS Jobs – HR: hr@wvcommunityservices.org
[Please indicate “**Manager of Food Pantry Operations**” in the subject line of the email]