



## FOOD BANK MANAGER

**Position Title:** Food Bank Manager

**Reports to:** President/CEO

**Status:** EXEMPTED; Full time with benefits.

**Purpose:** This position is responsible for all phases of food bank operations involved in the acquisition, maintenance and distribution of food to customers. Ensures a warm and welcoming environment for customers and provides a positive working environment for volunteers. Demonstrates effective leadership and good public relations skills.

### Essential Duties and Responsibilities:

#### Food Bank:

- Develop relationships with local food outlets, groceries, and other food distributors, for the purpose of securing donated food items. Pick up food as needed or when available.
- Create a clean and safe environment by following food safety regulations.
- Create and maintain temperature logs for freezers and refrigerators.
- Create, post and update as needed facility safety measures.
- Ensure appropriate amount of food is stocked and available for expected food bank needs.
- Order food supplies to ensure adequate inventory of nutritious food to distribute.
- Schedule regular food deliveries to the food bank.
- Perform evaluations throughout the year to ensure customer satisfaction and program efficiency.
- Maintain a respectful, friendly and cooperative environment where all are treated with compassion, dignity and respect.
- Coordinate with outreach professionals.
- Create an advisory board that meets monthly.
- Supervise and coordinate the delivery program.

#### Record Keeping

- Provide monthly food bank reports by the 5th day of each month for the previous month to the Central Office. These include reports for Emergency Food Network, Food Lifeline and Northwest Harvest.
- Maintain confidentiality and accuracy of client database.
- Ensure that volunteer files are kept up to date including annual review of contact information, certifications and background checks as needed or required.
- Weigh all donated food and record accurate weight on food donation receipts.
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#### Facility Management

- Ensure safety, maintenance and cleanliness of site.
- Create and maintain temperature log for freezers and refrigerators and maintenance schedule for major equipment including walkie/stackers. Record & post temperatures.
- Maintain communication with facility partners, staff and board regarding facility use and program development.
- Before shift starts assure facility is open, shift support is in place, and appropriate supplies are available for expected shift needs.

- Train volunteers on proper and safe use of equipment and maintain certifications as required.
- Ensure that the food bank, vehicles, exterior areas, parking lots and restrooms are clean. Close and secure facility at end of shift.

### **Volunteer Management and Development**

- Recruit, schedule and train volunteers to assist in food bank operations.
- Train volunteers on proper food handling techniques; perform safety checks every week to ensure proper techniques are being followed.
- Maintain appropriate disciplinary for volunteers and staff. Implement per policy including termination if needed. o Increase diversity of volunteers.
- Train, supervise, coach, counsel volunteers as needed.
- Create an effective system for recognizing volunteers at least annually.
- Provide regular volunteer staff meetings, events &/or recognition.
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### **Customer Service**

- Handle customer service issues with diplomacy. When issues occur, provide a response within 3 days of complaint to customer.
- Talk with customers on a weekly basis to gather feedback.
- Provide referrals to other resources to customers as needed.
- Handle customer complaints, with diplomacy, when they occur or provide a response with 3 days of complaint to customer. o Survey customers twice a year to measure effectiveness.
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### **Financial Management**

- Manage annual food bank budget.
- Analyze and reconcile monthly financial statements.
- Provide financial reports to advisory board every month.

### **Professional Development**

- Participate in appropriate workshops, conferences, and community meetings related to food banks and administration, and maintain current required certifications.
- Attend and participate in staff meetings.

### **Public Relations**

- Seek out opportunities to give presentations to community groups and organizations such as community gatherings, fairs, service clubs, businesses, churches, professional organizations.
- Assist with the development or implementation of fundraising events and outreach efforts that are critical to the organizations success.

### **Performs other duties as assigned**

### **Competencies:**

- Previous supervision experienced required.
- AA Degree required. o Demonstrated ability to manage a budget and maintain fiscal controls.
- Demonstrate success in working collaboratively as part of a team.
- Knowledge of food bank operations and inventory control preferred.
- Volunteer experience preferred.
- Current Food Handlers Certification required.
- Current Washington state driver's license with copy of driving abstract as proof of insurability required. o Ability to interact effectively with the community.
- Demonstrated computer and written literacy required.
- Ability to communicate effectively with a broad and diverse audience.

### **Physical Demands:**

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- Must be able to lift up to a min of 40 lbs. on a repeated basis.
- Must be able to work independently.
- Must be able to sit or stand for four or five hours.
- Must be able to communicate clearly using a phone.
- Must be able to provide accurate information.

To learn more about our organization please go to [www.themadf.org](http://www.themadf.org). To apply, please send resume and cover letter to [Ahndrea@themadfseattle.org](mailto:Ahndrea@themadfseattle.org).