



Operations Manager

The Operations Manager at the Charlottesville-area's largest charitable food distribution agency establishes and implements best practices for receiving, distributing, and disposing of food and other donations and ensures food and warehouse safety. The Operations Manager trains and supervises warehouse staff, ensures appropriate storage for perishable and shelf-stable food, and maintains facility, property, supplies, and equipment. The Operations Manager is responsible for adjusting distribution processes, hours, staffing, and procedures to accommodate changes in food availability or client needs, participates in sourcing new food providers, and sets customer service expectations for the team. The Operations Manager serves in a leadership role working closely with the Executive Director.

Qualifications

- Management/supervisory experience (minimum 3 years) in supermarket or high-volume retail environment
- Warehouse experience (minimum six months) including operating warehouse equipment: forklift, pallet jacks, balers
- High school diploma or GED equivalent; Bachelor's degree preferred
- Excellent customer service skills
- Interpersonal and leadership skills, relationship building experience
- Effective oral and written communication skills
- Able to work well individually, with little or no supervision, and in a team environment
- Excellent organizational skills, detail-oriented
- Able to apply critical thinking and root cause techniques to solve challenges
- Able to manage multiple projects simultaneously and independently
- Understanding of budgets and impact on business
- Basic computer (Microsoft Office and Teams) and math skills and willingness to learn pantry's technology
- Able to lift and carry objects weighing up to 25 pounds routinely and up to 60 pounds frequently
- Willingness to fulfill other warehouse roles, including driving 24' box truck (clean driving record, CDL not required) when needed

Successful candidates will be able to communicate effectively and work collaboratively with diverse people, including other staff, grocery store personnel, and volunteers of all ages and backgrounds. Position requires someone who is a hard worker who can be pleasant and patient but firm when interacting with others.

Duties

Warehouse Management

- Lead, train, and supervise warehouse staff to
 - Ensure retail donations are picked up according to stores' guidelines; weighed, tracked, and reported to Feeding America; and stored and/or disposed according to perishability and distribution priority.
 - Use and reinforce First In, First Out food distribution and food safety guidelines and uphold company policies
 - Monitor equipment (coolers/freezers, box trucks, forklift, pallet jacks, and baler) functionality and request service where needed
 - Use best practices for storage and safety

- Monitor and identify supplies needed for effective warehouse operation
- Lead quarterly inventory process, oversee recording in Link2Feed database, and compile and submit monthly USDA distribution reports to BRAFB.
- Work with Dietitian to order, receive, and distribute USDA commodities and donated or purchased food
- Work with Executive Director to evaluate options for purchasing food not available through donations or BRAFB

Food Distribution

- With Dietitian, identify food for each distribution, ensuring equitable amounts for anticipated visitors and household sizes. Identify available food to replace depleted supplies.
- Work with volunteers to sort and stock food in preparation for distributions.
- Review any distribution limitations/changes with onsite distribution staff and volunteers. Ensure proper labeling of USDA foods to ensure compliance with distribution requirements. Advise parking lot supervisors on best practices for drive-through distributions.
- If closing after distribution, make sure all food is safely stored, all trash is emptied and debris cleared, floors swept. Secure all equipment, make sure all doors are locked, lights out and gate locked when exiting.

Facility Management

- Ensure that warehouse equipment is maintained for safety and correct operation; that building and refrigerators/freezers are kept clean and in working order; and that parking lot and property are maintained

Subdistribution of donations

- Identify donations not appropriate for distribution to pantry clients (industrial-sized food, mattresses, furniture, excess produce) and work to give to community partners for donation to those they support

USDA Compliance

- Ensure Loaves & Fishes' compliance with US Department of Agriculture (USDA) and Virginia Department of Agriculture and Consumer Services (VDACS) rules for The Emergency Food Assistance Program and the Commodity Supplemental Food Program, including proper storage and storage temperatures, distribution to qualified individuals, and monthly reporting on commodities distributed.

Strategic Initiatives

Work with Executive Director, staff, and board to plan for and implement changes to operations where needed

Salary range: \$60,000-\$65,000/year

Benefits: Paid Time Off, health insurance, paid holidays

To apply, complete and send Loaves & Fishes' [application](#) to executivedirector@cvilleloaves.org.

Loaves & Fishes is an Equal Opportunity Employer and does not unlawfully discriminate against employees or applicants for employment based on an individual's race, color, national origin, disability, age, religion, gender, sexual orientation, marital status, or veteran status, or any other status protected by applicable law. Whenever possible, the company makes reasonable accommodations for qualified individuals with disabilities to the extent required by law.