



Food Closet Manager

Exempt - 32 hours per week

SUMMARY:

Under the supervision of the Director this position performs a variety of duties related to volunteer recruitment and oversight, administrative support, program management, fundraising and outreach.

ESSENTIAL FUNCTIONS

- Oversees and directs the activities of volunteer staff (outside of distribution and warehouse); coordinates, prioritizes and assigns tasks and projects; tracks and reviews work progress and activities; responsible for coordinating, onboarding, and training volunteers. Covers volunteer shifts if necessary.
- Receives and screens visitors and telephone callers; takes messages or refers caller to the appropriate person; provides assistance or technical information of a specialized nature regarding agency policies, procedures and other program details to visitors, the general public and volunteers.
- Provides administrative support by conducting data entry, running reports, organizing files, ordering supplies, and initiating requests for repair and maintenance of office equipment and facilities; develops and recommends office procedures and systems; ensures efficient office operations to support functions under Director.
- Works collaboratively to assist in the development and implementation of goals, objectives, policies, procedures and work standards for the agency.
- Aids in the planning and deployment of special events, projects, outreach and fundraising.
- Oversees program management; planning, implementation, program budgets, outcomes and objectives, and review.
- Contributes to the overall quality of the agency's operations and outreach by developing and reviewing, recommending and implementing improved policies and procedures.
- Coordinates and participates in agency purchasing activities, including the monitoring of purchases, following up on requests for payments and administers resulting contracts.
- Assists with grants and supplemental funds; ensures adherence to program requirements; assists with the preparation of compliance documentation and reports which may include grant writing, individual donor tracking and cultivation. May receive and account for donations, fundraising and other monies related to organizational programs or fund accounts.
- Participates in various committees; organizes activities and provides for volunteer support.
- Prepares a variety of narrative and/or statistical reports, mailings, newsletters, contracts correspondence, agenda items, policy papers, presentations, fact sheets, handouts, brochures and other written materials accurately and in accordance with agency standards.
- Uses standard office equipment, including a computer, in the course of the work.
- Participates in ongoing professional development such as trainings, webinars, reading and research.
- Keeps Director informed of programs, events, issues, goals, concerns, and potential issues.
- Completes other duties as assigned.
- Represents the agency with dignity, integrity and a spirit of cooperation in all relationships with volunteers and the public.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience:

High School Diploma or General Education Degree (GED) and a minimum of two (2) years of progressively responsible administrative, supervisory and non-profit experience.

Required Skills and Knowledge:

Knowledge of:

- Principles and practices of volunteer supervision, including selection, work, planning, organization, review and evaluation, and volunteer training and discipline.
- Principles and practices of project planning, development and evaluation.
- Principles and practices of developing teams, motivating volunteers and managing a team environment.
- Standard office practices and procedures, including filing and the operation of standard office equipment.
- Correct business English, including spelling, grammar and punctuation.
- Techniques for dealing with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds.
- Principles and techniques of making effective oral presentations.
- Computer applications related to the work.
- Techniques for dealing with a variety of individuals, at all levels of responsibility, in person and over the telephone.

Skill in:

- Planning, assigning, supervising, reviewing and evaluating the work of volunteers.
- Training volunteers in work procedures.
- Assisting in developing and implementing goals, objectives, policies, procedures and work standards.
- Making accurate mathematics calculations.
- Maintaining accurate records and files.
- Exercising sound independent judgement within established procedural guidelines.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Meeting critical time deadlines.
- Event and project planning, development and evaluation.
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to exhibit strong administrative skills including use of Microsoft Office; Word, Excel and Power Point.
- Ability to work on databases and coordinate calendars.
- Preparing clear concise reports, business correspondences, forms, databases, newsletters, and additional literature.
- Making accurate mathematical calculations in all units of measure, using whole numbers, common fractions, and decimals; compute rates, ratio and percentages; create and interpret bar graphs.

- Reasoning ability to carry out instructions furnished in written, oral, or diagram form; deal with problems involving several concrete variables in standardized situations.
- Ability to effectively present information and respond to questions from groups of diverse individuals.
- Working to achieve program goals while working within established budgets.
- Providing clear and concise presentations to donors, supporters and the community in a professional demeanor.
- Contributing effectively to the accomplishment of Food Closet goals, objectives and activities.

CERTIFICATES, LICENSES, REGISTRATIONS

- Current Driver's License, clean driving record.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, and sit; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee occasionally is required to climb, balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or carry up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORKING ENVIRONMENT

This position primarily resides in an office within a warehouse. The noise level may tend to be noisy and temperatures are subject to change regularly.