

# FAMILIES FORWARD

UNTIL EVERY FAMILY HAS A HOME

**Job Title: Food Program Facilities Supervisor**

**Reports to: Executive Strategy Consultant**

**Experience Preferred: 2 years of related industry understanding**

**Position: Hourly/Non-exempt, Full-time, 38 hours per week**

**Pay Range: \$27.00-33.00 per hour, based on experience**

## **Job Summary:**

The Food Program Facilities Supervisor is responsible for overseeing daily food distribution operations, including both administrative and client-facing tasks. This position is also responsible for training and supporting volunteers to ensure that daily client needs are met. This position requires someone that is collaborative, positive, and has outstanding interpersonal skills and rapport with a diverse population.

**Supervision:** Facilities Coordinator, Facilities Assistant

## **Essential Job Duties & Responsibilities:**

### Food Program Support (60%)

- Provides direction and oversight for daily food distribution operations.
- Collaborates with Volunteer Manager and provides operational and logistical leadership of food pantry volunteers.
- Coordinates Facilities team daily tasks including but not limited to food drive scheduling, donation drop-offs, pickups, etc.
- Manages the appropriate rotation of food items and an inventory of food items that should be replenished.
- Keeps inventories at levels that exhibit good stewardship. Manages shopping lists based on current inventories to minimize waste.
- Analyze internal processes and implements and enforces food pantry safety policies and procedures to improve operations. Maintain food safety guidelines.
- Facilitates daily, weekly, and monthly program reporting to, but not limited to, Second Harvest Food Bank and OC Food Bank (CAP OC).
- Maintains a clean, well-ordered food pantry and warehouse, and trains staff and volunteers in the established guidelines.
- Responsible for developing and maintaining positive, effective working relationships with fellow staff, volunteers, partner agencies (including Second Harvest, CAP OC), grocery rescues, and any outside organizations that have the potential to impact the success of the food pantry.

### Facilities Support (30%)

- Liaison to support the management of the facility and monitor for safety and maintenance issues. Walk through and assess the facility daily for maintenance and cleanliness.
- Support Operations department with projects to improve efficiency and to ensure that facilities meet health and safety standards.
- Coordinate Furniture donations program and drive schedule.

### Organizational Responsibilities (10%)

- Supervises facilities staff, and assists with their professional development by setting goals and providing guidelines to effectively meet them.
- Participates in staff development activities. Stays up to date on all training, workshops, and meetings related to role. Attends and participates in relevant staff meetings.
- Supports the seasonal programs.
- Special projects and other duties as assigned.

### **Minimum Qualifications & Experience:**

- 2+ years' experience preferred.
- Experience in a warehouse and retail food environment is a plus.
- Criminal background check clearance required.
- Valid California Driver License and State Mandated Vehicle Insurance.
- Certified in safe food handling standards desired – will provide training if needed.
- Oral and written fluency in English – Spanish a plus.
- Ability to work occasional evenings and weekends.

### **Additional Qualifications, Skills, & Knowledge:**

- Excellent written and verbal communication skills.
- Excellent people and interpersonal skills with the ability to build relationships.
- Ability to establish rapport and interact with diverse groups of people.
- Meets all requirements for confidentiality of business and client information.
- Must be able to handle multiple priorities, have strong attention to detail, and organize workload to meet project timelines and deadlines.
- Must be able to implement and communicate change in a positive way.
- Ability to work well independently and as part of a team.
- Demonstrates problem solving skills within crisis situations.
- Exercise good judgement in a variety of situations.
- Maintains knowledge of organizational policies and procedures.
- Ability to foster a positive, professional image for Families Forward in the community.
- Proficient technology and computer skills - in-depth knowledge of MS Office Suite, including email and Excel.

### **Physical Job Requirements:**

- Frequently stands and walks throughout the day, including moving up and down stairs.
- Uses hands and fingers to handle perishable and nonperishable food and other donated items, operate computers, keyboards, and office equipment throughout the day.
- May lift up to 50 pounds often and carry for short distances; may need to lift items from ground level to waist level or higher.
- Exposed to physical conditions and noise levels of an office and warehouse environment.

**Note:** *This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.*

**Please send resumes to Marissa Hall, Director of Operations, at [mhall@families-forward.org](mailto:mhall@families-forward.org). No phone calls please.**