

**FOOD for LANE COUNTY
JOB DESCRIPTION**

POSITION TITLE: West End Warehouse Manager

RESPONSIBLE TO: Operations Director

HRS PER WEEK: 40 hrs./wk. with some weekends and evening hours

CLASS: Non-exempt

COMPENSATION: \$18.65-\$20.00/hr. depending on experience. Health insurance benefits offered after 60 days of employment; other benefits offered after 90-day mutual trial service period is satisfactorily completed.

EXPECTED START DATE: September 10, 2018 or after

SUMMARY of POSITION: The ideal candidate for this position is strongly motivated by FOOD for Lane County's mission and serving others; prioritizes customer service and collaboration; brings a positive, can-do attitude to daily work challenges; can balance competing work demands with composure and accountability to achieve desired results; thrives when working as a member of a team; enjoys being a teacher and trainer; and has a past history of demonstrating excellent supervisory and volunteer management skills. He or she must be able to work in a fast-paced environment with constant interruptions and be very comfortable meeting multiple requests, making quick and sound decisions, and keeping all appropriate team members regularly informed of changes.

The main responsibilities of this position are ensuring the timely and efficient movement of donated food products into and out of the West End of the FOOD for Lane County warehouse. This position provides supervision to West End warehouse staff and volunteers, ensures that food is handled safely and accurately tracked and distributed, and is a main customer service representative for donors and partner agencies. This position serves as the instructor for the Warehouse Job Training Program.

PRIMARY TASKS & RESPONSIBILITIES:

West End warehouse product movement:

- Assembles perishable product orders for partner agencies accurately, according to specifications, and on schedule
- Allocates perishable products to different types of partner agencies in accordance with the priority system and perishability
- Identifies aging inventory and leads the effort to distribute product while minimizing waste by emphasizing quick flow and FIFO turnover
- Regularly communicates with drivers regarding orders for deliveries
- Assists partner agency representatives when they come to pick up orders, providing excellent customer service
- Maintains a steady supply and variety of products in the shopping cooler
- Receives and documents walk-in and other unplanned donations, treating donors with respect and appreciating their donation
- Assists with the unloading of FFLC trucks at the West End
- Maintains records of food distributed and donated
- Participates in daily and monthly inventory control procedures

Food safety:

- Maintains, if not surpasses, quality expectations and standards required from Operations
- Responsible for the proper storage and temperature controls of perishable products
- Ensures safe food handling practices are observed throughout areas of responsibility
- Ensures all food handling equipment is kept in a food safe and sanitary manner
- Adheres to Fresh Alliance guidelines
- Regularly cleans shopping and holding coolers, and all areas of West End warehouse

Supervision of staff and volunteers:

- Promotes a positive work environment with a high level of focus on FFLC's values of compassion, collaboration, and inclusion
- Demonstrates leadership and leads by example
- Hires, trains, motivates, and evaluates West End warehouse staff and volunteers
- Works with Volunteer Coordinator in the scheduling of West End warehouse volunteers
- Coordinates work of volunteers, providing timely feedback, appreciation, and recognition

Warehouse Job Training Program instructor:

- Coordinates the application, interview, and selection process for the Warehouse Job Training program
- Orients and teaches trainees, using a motivational and developmental approach
- Provides ongoing training according to the established curriculum
- Evaluates trainee performance
- Organizes outside workshops and trainings
- Maintains files and completed paperwork

OTHER TASKS & RESPONSIBILITIES:

- Attends the following regularly scheduled meetings:
 - Monthly All Staff meetings
 - Weekly Operations Team meetings
 - Bi-weekly Inventory Meetings
 - Monthly West End-Partner Agency Services meetings
- Engages in ongoing program planning and development with other FFLC staff
- Works collaboratively with the East End Manager to cross-train a sufficient number of department staff to ensure that all warehouse positions have backup coverage
- Operates and maintains warehouse equipment and company vehicles in a safe manner
- Represents FOOD for Lane County to the public with knowledge and respect
- Maintains neat and clean personal appearance
- Performs other tasks as requested

SKILLS & QUALIFICATIONS:

- At least three years' experience, preferably in the food industry, and/or education relevant to the position
- At least three years' experience working as a supervisor of other employees; completion of a supervisory training program preferred
- Experience with facilities and equipment management preferred
- Experience with inventory control systems & procedures; demonstrates sound inventory tracking and record-keeping skills
- Able to follow standard procedures and creatively problem solve when needed
- Ability to perform strenuous and repetitive physical labor, frequently lifting up to 50 pounds repetitively and occasionally lifting and moving objects up to 75 pounds
- Ability to safely push and pull pallets up to 2,000 pounds while operating a pallet jack
- Must be able to operate vehicles, forklifts and other material handling equipment
- Able to supervise volunteers with a wide range of abilities and experience
- Exhibits compassion and respect for the recipients of FFLC's services
- Able to simultaneously oversee multiple activities and responsibilities
- Excellent verbal and written communication skills
- Must hold a current Food Handlers Card, or equivalent certification
- Must have a valid Oregon's Driver's license and qualify for insurance coverage with FOOD for Lane County's insurance carrier
- Able to pass a physical examination by a referred physician
- Proficient computer skills, including Microsoft Outlook and the use of inventory software
- Experience with bar coding/scanning helpful (for future implementation)
- All offers of employment are contingent upon passing a criminal background check