

CATHOLIC CHARITIES OF SOUTHEAST TEXAS
Job Description

Position: <u>Operations Manager – Market to HOPE</u>	Salary Range: E-2 Job Classification: Salary – Exempt / Full-Time
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General Description: Responsible for warehouse and pantry operations, inventory for the Market to HOPE (M2H) Program, and volunteer management.

Organizational Relationships:

Reports to: Market to HOPE Program Director

Works in collaboration with other agency staff and Program Directors, community leaders, other social service agencies, vendors, volunteers and clients.

Essential Duties and Responsibilities:

- Establish and maintain systems and procedures for inventory management to include but not limited to ordering, receiving, storing, and distribution of all food and related products; monitor turnover ratio to facilitate forecasting short and long range inventory needs . Ensure adherence to food handling requirements as established by USDA, state, county, and city health departments, and the Southeast Texas Food Bank. Manage the acquisition and distribution of food including evaluating inventory and processing weekly orders. Arrange for food pick up or delivery. Maintain records of food received and food distributed. Ensure rotation of pantry stock as appropriate using the first in, first out (FIFO) method with the exception of short dated inventory that should be distributed before product expiration. Prepare all inventory and food distribution reports as required by the Southeast Texas Food Bank and other funding or regulatory entities.
- Monitor product recalls and check inventory for any affected items. Respond as directed to the product recall for the removal, return, or other disposal of product. Prepare Product Recall Impact Report to record the loss. Adjust all inventory records as needed. Maintain records of all recalls and final disposition of agency’s response.
- In cooperation with the Program Director complete all purchasing, flow, circulation and documentation of inventory. All purchases must have a purchase order number (PO#) and be approved by the Program Director in advance.
- Complete price comparisons at least annually on purchased inventory to assure excellent stewardship of resources.
- Secure and maintain appropriate product inventory and inform Program Director of issues, trends, and cost implications.
- Recruit, train, schedule, and maintain volunteers to support daily M2H operations. Have volunteers to complete Volunteer Application in accordance with agency guidelines. Collect and record all hours served by volunteers. Submit data as needed for agency reports and community partners.

- Ensure all volunteers complete required food safety, nutrition, and civil rights training yearly.
- Unload delivery trucks and various donations throughout the day.
- Establish and maintain systems and procedures for management of all equipment to include but not limited to inventory, service/maintenance schedule, and safety inspections. Coordinate all routine service/maintenance. Identify and report repair needs to Program Director. Coordinate work orders for approved repair requests. All major repairs must be approved by the President/CEO.
- Establish and maintain systems and procedures for overall management of the physical plant to include but not limited to safety, janitorial, security, internal and external furniture, fixtures, and equipment, plumbing, electrical, and HVAC. Identify and report repair needs to Office Manager and Program Director. Coordinate work orders for approved repair requests. All major repairs or renovations must be approved by the President/CEO.
- Conduct daily inspections of the physical plant to assure clean and safe environment for everyone. Address deficiencies in accordance with program policies and procedures.
- Maintain relationships with community organizations/service providers and vendors for cooperative service provision and program development.
- Keep abreast of and maintain all Feeding America, Southeast Texas Food Bank, USDA, and public health department requirements and guidelines.
- Obtain Food Manager's Certification within 30 days of hiring and maintain thereafter.
- Obtain Forklift Driver Certification within 30 days of hiring and maintain thereafter.
- Participate in special projects as assigned by management.
- Submit all necessary and appropriate documentation to the Program Director and Vice President of Programs/or administrative support services.
- Adhere to all program funding guidelines (ex. USDA) and CCSETX policies and procedures.
- Attend periodic training or workshops as needed and relative to the position.
- May support Program Director to network with existing social service agencies and other organizations and officials to establish referrals and outreach models.
- Assist with the facilitation of community food distributions within agency service territory.
- Assist with organizing community food drives to support product inventory.
- Perform other duties as required by the President/CEO, such as preparing for, attending and/or supporting special events and projects. Examples include: assisting with outreach activities, participating in staff retreats, United Way or other Funders' visits, agency fairs and speaking engagements, as deemed applicable.

Nonessential Duties and Responsibilities:

Performs other duties as assigned by the Program Director, Vice President of Programs and President/CEO.

Supervisory Responsibilities:

Direct supervision of M2H volunteers.

Minimum Education:

Bachelor's degree in Business Administration, Supply Chain Management, or related experience required.

General Qualifications:

- Background in grocery store or warehouse management or related experience.
- Forklift Driver Certification or ability to obtain Forklift Driver Certification within 30 days of employment.
- Ability to lift 25 pounds numerous time throughout the day, and occasionally lift 50-100 pounds.
- Food Manager's Certification or ability to obtain Food Manager's Certification within 30 days of employment.
- Must be able to work evenings and weekends.
- Demonstrated sensitivity to diverse cultures.
- Proven leadership, administrative and organizational abilities.
- Strong written, verbal and presentation communication skills.
- Must have adequate/available and reliable transportation.
- The employee must provide a copy of their valid Driver's license and proof of personal automobile insurance to the Administration Office.

Equipment Used:

Telephone, personal computer, copier, fax machine, point-of-sale (POS), forklift, trash compactor, bailer, pallet jack.

Working Conditions:

Work is carried out in a controlled, agreeable environment as generally represented by Catholic Charities. Special outreach events and food distributions will also take place at other locations throughout the 9-county service territory.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Contacts:

Requires contact by telephone, in writing, and in person with all stakeholders including but not limited to clients, prospective clients, other service providers, vendors, volunteers, and government agencies.

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 duties.

While performing the duties of this job, the employee is regularly required to use hands to handle or feel and talk or hear. The employee will be required to periodically stand, and walk. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and ability to adjust focus.

Mental and Aptitude Requirements:

Job requires ability to hear and talk; strong writing skills; analytical, conceptual, problem – solving and decision-making skills; and handling multiple tasks within the confines of deadlines.

Work Performance Measures:

- Must report to work on time.
- Must dress appropriately.
- Must keep all work accurate and current.
- Must adhere to agency employee handbook of personnel policies.
- Must maintain high level of knowledge of the program, its requirements, functions, and status, etc.
- Must treat people with dignity and respect. Inspire the trust of others. Work ethically and with integrity. Maintain and safeguard confidential information.
- Must adhere to the agency handbook of accounting policies and procedures.
- Must be responsible for protecting the confidentiality of information that may be of a personal or sensitive nature pertaining to employees, clients and/or the overall Catholic Charities agency.
- Must respect the client’s right to self-determination.
- Must have flexibility in scheduling, availability for evening and weekend commitments.

Job Description Review and Acceptance:

I understand this job description and its requirements; I understand that this is not an exclusive list of the job functions and that I am expected to complete all duties as assigned; I understand the job functions may be altered by management without notice; I understand that this job description in no way constitutes an employment agreement and that I am an at-will employee.

Operations Manager, Market to HOPE

_____/_____/_____
Date

Vice President of Programs

_____/_____/_____
Date