



**JOB DESCRIPTION
WAREHOUSE MANAGER
OCTOBER 2017**

POSITION: Warehouse Manager

REPORTS TO: Chief Operations Officer

SUPERVISES: Warehouse Associates/Drivers; Sort Room Coordinator

JOB ANNOUNCEMENT

Second Harvest Food Bank, a nonprofit agency, annually provides over 8 million pounds of food assistance to over 55,000 people per month through its network of 200 member agencies and programs. By increasing access to healthy foods, Second Harvest is making a profound impact towards growing healthier kids while reducing obesity.

Are you an operations leader looking for an opportunity where your talent can make a meaningful difference for people every day? Join Second Harvest's outstanding team and leverage your warehousing, logistics, and leadership expertise to make an impact on our community. The ideal candidate will be passionate about our mission, driven, and ready to play a leadership role. We are a highly respected organization that is known for our cutting edge produce distribution and nutrition education programs in the food banking field. Our organizational culture is highly supportive, collaborative, and goal driven.

The Opportunity

The Warehouse Manager has the opportunity to build on Second Harvest's services and programs while increasing efficiency and effectiveness in our mission. If these statements describe you, this may be the opportunity you have been looking for:

- *You enjoy being part of and building high-performing teams.*
- *You thrive on creating and implementing new processes and initiatives.*
- *You relish rolling up your sleeves and "doing" just as much as delegating.*
- *You embrace working closely with a fantastic team of volunteers, staff and board members.*

JOB SUMMARY

Under general direction, plans, directs and manages food bank warehouse operations. Manages warehousing; inventory receiving and management, and food distribution. Requires knowledge of warehouse operations, inventory management, logistics and distribution, vendor management, and customer service. Must be skilled in employee supervision, coaching, and training. Works in collaboration with the Senior Facilities and Maintenance Manager for facility maintenance, safety and food safety. Must be able to work under pressure and coordinate projects and processes using employee and volunteer labor. Must be able to work indoors in a cold facility and outdoors. Some weekend and/or evening work required.

RESPONSIBILITIES

Leadership & Management

- Direct, manage, supervise, evaluate, train and motivate warehouse staff.
- Ensure that operations department staff receives appropriate training in key job elements, cross training, volunteer supervision and food bank policies and procedures.
- Develop and maintain effective working relationships and deal tactfully, cooperatively, and effectively with staff members, volunteers, agencies, community organizations, growers, packers, processors, and potential donors.
- Assist in Operations Department spending against department budget.
- Communicate effectively and respectfully with people from different racial, ethnic and cultural groups and from different backgrounds and lifestyles; demonstrate knowledge of and sensitivity to their needs.

- Provide information regarding services, which may require the use of tact, discretion, and the exercise of independent judgment in interpreting complex policies and regulations.
- Forge and maintain positive relationships with internal and external stakeholders (*Internal*: Second Harvest staff and volunteers. *External*: Food donors, vendors, and contractors.)

Warehousing, Logistics & Facilities

- Plan and direct warehouse operations including receiving, distribution, transportation, food safety, safety, and assist with inventory management.
- Ensure food safety and inventory accuracy through good warehousing, storage, cleaning, and inventory practices and performs regular warehouse inspections.
- Document and implement food safety policies and best practices, and trains staff in these policies.
- Assist with facilities, grounds, and fleet maintenance, custodial services, and compliance with safety and food safety regulations.
- Plan and implement trainings and drills regarding emergency/disaster operations with safety committee.
- Ensure compliance with regulatory agencies and assist with the preparation and coordination of warehouse inspections and audits.

Food Distribution

- Ensure quality services to partner agencies and food bank programs with on-time deliveries, accurate orders, and quality customer service.
- Oversee food distribution and delivery logistics, and plan and implement new distribution methods and delivery routes to optimize efficiency.

Business Process Development

- Contribute with research, recommendations and implements improvements to business processes and procedures and ensure that the organization meets community needs.
- Develop systems and procedures that ensure smooth functioning of the warehouse; documents and updates warehouse procedures and trains staff on policies and procedures.

Performs other duties as assigned.

QUALIFICATIONS:

Education, Training & Experience

At least three years of progressively responsible experience managing warehouse distribution centers that includes three years of supervisory, administrative, and organizational experience, or the equivalent combination of education and experience. Bilingual in English/Spanish desirable.

Knowledge, Skills & Abilities

- Knowledge of warehouse operations, food safety, safety, and inventory control.
- Knowledge of the principles and practices of supervision, training, and motivation.
- Ability to effectively supervise, train, evaluate, motivate, and retain staff.
- Ability to plan and execute food warehouse operations including receiving, inventory control, storage and distribution of food, fresh food handling, and cold chain management.
- Ability to develop and maintain effective working relationships with staff, members of other agencies and community organizations, volunteers, donors, and funders.
- Ability to develop and uphold business processes, including standard operating procedures.
- Ability to work in conjunction with the leadership team to promote the vision and mission of Second Harvest. This includes friendly communication, teamwork, employee satisfaction, and employee retention.
- Ability to resolve conflicts and facilitate meetings.
- Ability to interact positively with a diverse community of staff and volunteers
- Knowledge of warehouse sanitation and safety procedures.

- Ability to analyze and solve problems, and to perform multiple duties.
- Ability to work under pressure and to meet deadlines.
- Ability to work as a part of a team, to foster teamwork, and to provide excellent service to coworkers and customers.

Physical Requirements

- Able to lift up to 50 pounds.
- Able to see and read documents.
- Able to walk up and down stairs.
- Able to hear normal conversations on the phone and in person.
- Able to work in a cold environment.
- Able to stand and walk for up to four hours.
- Bi-manual dexterity and able to use a computer keyboard. Bilingual English/Spanish preferred.
- Must have a valid Class C California Driver's License and have a satisfactory driving record, as documented by a current DMV printout (to be obtained by Second Harvest's insurance broker). Class A/B license is a plus.
- Must have current forklift certification, or complete training and certification immediately upon hire.
- Must be qualified to be insured with Second Harvest's insurance carrier.

Salary Range: \$40,000-50,000 depending on experience

How to Apply:

Please send cover letter and resume to [hiring@thefoodbank.org](mailto: hiring@thefoodbank.org) by noon on **Friday Nov. 10, 2017.**

SECOND HARVEST FOOD BANK SANTA CRUZ COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

The Second Harvest Food Bank shall not discriminate against any employee or applicant for employment because of race, color, creed, religion, national origin, ancestry, disability, medical condition (cancer related and genetic characteristics), marital status, sex, sexual orientation, age (over 18), veteran status, gender, pregnancy, or any other non-merit factor unrelated to job duties. Such action shall include, but not be limited to, the following: recruitment; advertising; layoff or termination; rates of pay or other forms of compensation; selection for training (including apprenticeship); and employment, upgrading, demotion, or transfer.