St. Louis Area Foodbank (SLAFB)

JOB DESCRIPTION

**Job Title: Volunteer Center Manager**

**Job Grade: 9**

**Immediate Supervisor: VP of Product Sourcing and Government Compliance**

**Employees Supervised: Volunteer Center Coordinators**

**FLSA: Exempt**

**General Description/Position Summary**

Position responsible for managing volunteer center and staff needed for the repackaging of donated and government food for distribution to member agencies.

**Duties and Responsibilities**

* Ensure a positive and enjoyable experience for volunteers.
* Rotate and remove product as directed. Ensure the storage and rotation of product in an efficient, organized and safe manner.
* Monitor warehouse supplies budget; ensure the ordering and stocking of boxes, tape and shrink wrap.
* Assist in the distribution process to meet client needs.
* Work with Inventory Coordinator to ensure inventory levels of CSFP commodities are within the required levels mandated by state agencies.
* Coordinate monthly physical inventory of CSFP products and reconcile inventory in tandem with the Inventory Coordinator.
* Monitor and minimize spoilage and damage of CSFP commodities.
* Sit on the Volunteer & Community Engagement Committee.
* Work with Programs to develop KPIs for increasing volunteers, tracking of volunteers and volunteer engagement satisfaction.
* Work with Programs & Product Sourcing on special outside repacking projects.
* Responsible for following policies and procedures related to food safety, handling of all food recalls and equipment safety.
* Support the Safety Committee and safe workplace policies; enforce safe work practices and actively take measures to ensure safety.
* Work with the Warehouse Manager and Facilities Manager to ensure the Volunteer Center stays in compliance with AIB and Feeding America standards.
* Develop and implement formal operational and food safety procedures for both employees and volunteers.
* Conduct annual reviews for the Volunteer Center Coordinators
* Handle employee/volunteer complaints/grievances in tandem with the Director of Human Resources.
* Skilled in Ceres and knowledge of inventories including pounds, and the building of item cards utilizing the correct item numbers.
* Other duties as assigned.

**Qualifications**

* High school diploma or GED, and warehouse experience.
* Skilled in the safe operation of standard warehouse equipment.
* Proficient in basic math. bility to operate a computer, including sending and receiving electronic mail, and preparing basic memos and reports.
* Ability to manage multiple projects with attention to detail, ability to handle interruptions, maintains focus on tasks and produce accurate work.
* Ability to communicate effectively both orally and in writing.
* Ability to establish and maintain effective working relationships with diverse stakeholders.
* Ability to work independently and as part of a team.
* Working knowledge of English grammar, spelling and usage.
* Must be able to pass drug screening and criminal background check.

**Working Conditions**

Work is performed in warehouse with a significant amount of walking on concrete surfaces. Entrances may be open and work conditions during the summer months can be very hot, and during the winter very cold. Employee may be going in and out of freezers and coolers with extreme variations in temperature. Workspace could be very dusty, and on occasions can be noisy due to the traffic of motorized vehicles operated in the building. Periodically may work outside and be exposed to the elements. Employee may be exposed to spoiled food and sharp objects due to working with damaged product. Work involves moving boxes and employee must lift, bend, stoop, pick up and move objects up to 75 pounds. Work involves using manual pallet jacks and therefore requires an ability to push and pull pallets over 2,000 pounds.

May work evenings and weekends due to special events and other projects related to timely and accurate warehousing and distribution of product. May travel overnight to attend meetings.

*This job description does not list all the duties of the job. Performance of other duties may be requested. Evaluations will be in part based upon performance of the tasks listed in this job description. St. Louis Area Foodbank has the right to revise this job description at any time. The job description is not a contract for employment.*

**I have read, understand, and am able to perform all the tasks of the Volunteer Center Manager position as described herein.**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name Date

S:\Human Resources\JOB DESCRIPTIONS\Volunteer Center Manager\_Job Description.doc

Revised 040318

**The St. Louis Area Foodbank is an equal opportunity employer**