

STEPPING STONES OF DUNN COUNTY

Position: FOOD PANTRY PROGRAM MANAGER
Hours: Full-time, 40 hours per week, Salaried—permanent
Schedule: Monday through Friday, days
Reports To: Executive Director
Salary: \$42,500 to \$47,500 depending on qualifications
Benefits: Eligible for some benefits
Posted: Accepting resumes through January 29, 2024 — or until filled

Submit Questions or Resume and Cover Letter to:

Padraig Gallagher — Executive Director
p.gallagher@steppingstonesdc.org

Summary

Responsible for managing all aspects of the Food Pantry Program including day-to-day operations, staff supervision and scheduling, budgeting, supply orders and volunteer support

Primary Responsibilities

Staff Management:

- Schedule and supervise food pantry staff to make sure that client needs are met within the scope of program operations
- Coordinate with Executive Director to hire and conduct performance reviews of food pantry staff
- Train staff and ensure processes and standards of professionalism and positivity are maintained, including that the food pantry areas be kept clean, welcoming, and well organized.

Pantry Management:

- Coordinate inventory control on food and supplies—ordering, receiving, stocking, storing and distributing product according to best practices
- Manage relationships and communications with Feed My People, Hunger Federation, area grocers, etc. to ensure purchased and rescued food meets needs of pantry clients
- Maintain a positive rapport with pantry volunteers and ensure that they have the training and support that they need
- Adhere to best practices of food pantry management as defined by Feeding America.
- Ensure that various projects and initiatives of the pantry program have resources and support to serve the community: Pop-Up Pantries, Project SAM, Farmers Feed Dunn County, Whole Community Foods, Holiday Meal Kits, etc.
- Research and implement new ways to distribute more food to more people.
- Promote educational programs and activities related to food, health, and nutrition.
- Address client conflicts or concerns as they arise.

Administration:

- Maintain database and statistical information for clients, including monthly reports on food accrual and distribution activity.
- Manage food budget including record keeping and reporting
- Do grant research, assist with applications, and do any necessary reporting for program financial support.
- Network, work cooperatively, and maintain positive relationships with other regional and community organizations and service providers.

- Participation in the Leadership Team including monthly budget and spending review, staff support and program reports
- Attend relevant meetings, trainings, conferences, etc. related to the program or agency, including serving on at least one committee and reporting to Board of Directors at least twice a year on the food pantry program
- Maintain regularly scheduled office hours.

Overall Agency Tasks:

- Lead by example to set standards of collegiality and service, including interactions with other staff, volunteers, clients and community members
- Provide staff support for the annual Empty Bowls fundraising event and assist with and attend other organizational fund-raisers and events as needed
- Be an ambassador for the organization through community networking and speaking engagements.
- Other duties as may be assigned by Executive Director, including helping with other Stepping Stones' programs and agency tasks as needed

Qualifications

Required:

- Bachelor's Degree or equivalent experience.
- Experience in volunteer management.
- Experience working in a non-profit or social service setting, or working with underserved clients.
- Ability to work with diverse populations and people in crisis, and to maintain strict confidentiality.
- Commitment to the Mission, Vision, and Values statement of Stepping Stones.
- Ability to work Saturdays 9 am – 1 pm (no Sun. or Mon. hours).
- Ability to lift 30-40 lbs.

Preferred:

- Knowledgeable about community programs and resources.
- Experience with food distribution or warehouse management.

Skills

Required:

- Excellent communication (oral and written), customer service, and interpersonal skills.
- Self-motivated and able to work independently in a fast paced environment.
- Possess a positive team approach in addressing clients' and volunteers' needs and solving problems.
- Excellent organizational abilities and attention to detail.
- Proficient in Microsoft Office computer programs.
- Fiscal responsibility.

Accountability

- Reports directly to the Executive Director.
- Partnership with Stepping Stones' staff, volunteers, and the Board of Directors in fulfilling the organization's mission.