

Warehouse Manager

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| Department: | Operations |
| Reports To: | Director of Operations |
| Status: | Non-Exempt |
| Pay Range: | \$60,000 to \$65,000 |

Job Summary

The Warehouse Manager (WM) is responsible for overseeing shipping and receiving, retail food rescue routes, inventory control, order pulling, food safety and sanitation, occupational safety and compliance, equipment maintenance, and general warehouse organization. The WM is responsible for keeping the warehouse operating smoothly and ensuring inventory is accurately and efficiently managed. The WM will directly oversee all Driver/Warehouse Associates. The WM executes many of the above functions through the warehouse team, collaborating with the Senior Food Resource and Compliance Manager, Agency Relations Manager, Pantry Supervisor, Elder Share Manager and Mobile Pantry Manager. The Warehouse Manager takes direction from the Director of Operations and Chief Operations Officer, making sound organizational decisions when it comes to daily operational functions in the warehouse and beyond. The WM works with the Director of Operations to ensure all warehouse equipment, fleet, and facilities are operating effectively, properly maintained, and promptly repaired when necessary. In the absence of the Director of Operations (DO), the WM is the acting manager, responsible for keeping the warehouse operating efficiently and making operational decisions as necessary in consultation with the Chief Operations Officer.

A typical schedule for the WM position would be Monday through Friday, 7 AM to 4 PM, but the Warehouse Manager must have open availability from 6 AM to 6 PM during the work week with an occasional evening or weekend shift to perform the duties of this position and be able to attend all necessary meetings and events.

Essential Responsibilities

General Warehouse Operations

- Maintains a clean and organized warehouse, including but not limited to; All racking, aisles, dock doors, coolers, freezers, and loading areas. Ensures bays, docks, and aisles are clear and uncluttered.
- Considers all internal food and occupation safety regulations, OSHA, and AIB standards to always maintain an AIB audit ready warehouse.
- Oversees daily retail rescue routes and is the main contact for all driving/route related questions and issues.
- Oversees daily partner agency deliveries. Promptly reports any agency complaints, comments, or feedback to the Director of Operations and aids in corrective action.
- Promptly reports food safety and quality issues to the Director of Operations and/or the COO and aids in corrective action.
- Promptly reports any equipment, facilities, or fleet issues to the Director of Operations and/or the COO and aids in corrective action.
- Directs warehouse staff to rack, drop, rotate, or move product accordingly.
- Monitors all volunteer order pullers and assists when needed or requested.
- Identifies opportunities for improvements to reduce waste; manages all isolation processes including communication with community pig farmers and other composting partners.
- Operates warehouse equipment regularly (forklift, pallet jacks, floor scrubber, carboard bailer).

- Walks warehouse racking daily. Inspecting safety of physical racks and product in partnership with the other warehouse staff. Reports findings to the Director of Operations and Chief Operations Officer daily, either verbally, via email or log.
- Follows all safety procedures (food handling, personal safety, safety of others, and equipment safety). Safeguards all volunteers and employees in the warehouse, ensuring safety guidelines are being respected and followed.
- Assists with the setup and tear down for on-site and off-site events as requested, in collaboration with other departments.

Inventory Control

- Follows all SOPs for proper receipt and management of product into ECCA Primarius.
- Assists warehouse crew with receiving, sorting, weighing, and racking incoming product.
- In collaboration with the Senior Food Resource and Compliance Manager, inputs retail rescue pounds into Primarius daily, ensuring accuracy and timeliness.
- Coordinates the receipt, storage, and rotation of products in an efficient, organized, and safe fashion.
- Create pallet tags, ensuring all product is tagged, labeled, and racked accurately. Rotate and remove expired and expiring product per SOP. Use First In First Out (FIFO) methodologies. Collaborate directly with the Director of Operations and Senior Food Resource & Compliance Manager to ensure proper stock rotation and distribution.
- Records, pulls, and stages orders; Ensures order forms produced through Primarius are followed accurately and reports issues to the Director of Operation when applicable.
- Ensure all pallets that are shipped out of warehouse are properly palletized, labeled, and secure. Ensure the pallets are safe for both warehouse staff and partner agencies.
- Partners with Director of Operations to develop, document, and implement effective inventory policies, processes, procedures, and reporting, assisting in monitoring their effectiveness.
- Assists the Director of Operations with performing weekly physical inventory counts and reconciliations.
- Assists in the distribution process through adequate product staging to meet agency and participant needs.
- Oversees work of volunteers alongside or in absence of the Volunteer Coordinator or Volunteer Manager.

Power Equipment and Fleet Management

- Ensures the safe and efficient operation of all warehouse equipment including refrigeration and dry storage equipment such as forklifts, pallet jacks, racks, cardboard baler, floor scrubber, etc.
- Creates and maintains all warehouse and power equipment cleaning and maintenance logs. Must be set up to meet AIB inspection standards. Works directly with preventative maintenance/repair vendors to ensure equipment is good working order and repaired promptly.
- Ensures daily vehicle inspections are performed for safety, damage, required repairs, or maintenance; ensures drivers are properly trained in operation of vehicles; maintains vehicles in good working order. Works directly with preventative maintenance/repair vendors to ensure fleet is good working order and repaired promptly.
- Prepares work orders for repairs or replacement equipment, works with the Director of Operations and/or COO to schedule and oversee repairs or replacement equipment.

Tool Crib/Warehouse Supply Management

- Oversees organization and management of all tools, including hand power tools, and ladders.
- Ensures that tools are in good working order, requesting replacement tools as needed through the Director of Operations.
- Creates and utilizes a checkout log to monitor tool usage and ensure return. Responsible for ensuring that staff is trained on tools checkout process and tool use, particularly for hand power tools.

- Maintains an inventory of tools, general warehouse supplies, and facility maintenance supplies, reordering as needed.
- Maintains inventory levels and proper location of all general warehouse equipment and supplies. Enforcing all rules, regulations, and storage procedures.
- Ensures all departments follow supply storage standards and assists with dropping and racking all supplies when needed.

Culture

- Promotes collaboration and communication among all Community Food Share staff to ensure successful program implementation and ongoing program support.
- Considers the benefits and consequences to their peer team when acting, openly shares ideas and information with others, effectively completes work activities with and through others, helps others achieve goals and complete work to meet the needs of the team and the organization.
- Assume positive intent when receiving feedback or facing confrontation.
- Ensures own work is accurate and timely and operates with a culture of accountability while maintaining customer service to donors, participants, volunteers, and other stakeholders — external and internal — as a priority.

Travel

- May act as a backup driver for any retail rescue route and/or off-site distribution as needed.
- Travel locally in the service area may be required, as well as occasional overnight travel for events and conferences.
- Occasional weekday and/or weekend work at an in-person food drive may be required.
- Occasional weekday and/or weekend work at a Community Food Share donor event may be required.

The above is a fair representation of the duties and responsibilities for this position but is not meant to be all inclusive. Other duties may from time to time be assigned at the discretion of the Director of Operations or Chief Operations Officer.

Qualifications & Skills

Alignment with Community Food Share’s mission and a compassionate appreciation for hunger issues are essential to the successful performance of all responsibilities. The requirements listed below are representative of the knowledge, skills, and/or abilities required to successfully perform the essential functions of this job:

Education and Experience

- Associate degree or bachelor’s degree in business, project management, logistics, or other related field of study. Significant experience may substitute for formal schooling.
- Three to five years’ experience and/or training in a warehouse environment.
- One to three years’ experience managing a team in a warehouse or operational environment.
- One to three years’ experience with forklifts and other power equipment is required. Mandatory internal forklift certification after hire.
- One to three years’ experience with inventory control in a warehouse/distribution center setting.
- Must possess a valid Colorado Drivers' license and maintain a good driving record and acceptable MVR.

Skills and Abilities

- Ability to use tech and computers to advantage.
- Planning and staging product.
- Ability to communicate effectively and professionally with constituents, volunteers, and other employees through many forms of communication. Email, by phone, virtually, meetings, etc.
- Ability to complete forms and write routine reports.
- Competent data entry skills and database management skills

- Competent math and counting skills.
- Ability to understand warehousing logistics and workflow.
- Highly defined organizational and time management skills.
- Ability to multi-task, and work under pressure.

Knowledge

- Successfully completes safe food handling training (ServSafe Manager).
- Knowledge of ECCA Primarius Inventory Control Software.
- Knowledge of Microsoft Office Suite, including Outlook, Excel, Word and PowerPoint.
- Specialized training on warehouse equipment and trucks for troubleshooting and basic maintenance.
- Subject matter expert (SME) for all power equipment operation.
- Knowledge of OSHA, AIB and Feeding America rules and regulations.
- Knowledge of Community Food Share's Food and Occupational Safety Handbook.
- Inventory control and management techniques.
- Read, write, and speak English fluently.

Behaviors

- Personable.
- Flexible and adaptable.
- Attentive to detail.
- Commitment to and passionate about the organization's mission and vision; persuasive communicator.
- Delivers a message without an agenda.
- When facing conflict or disagreements, speaks directly to parties involved.
- Embraces change and innovation.
- Uses good judgment and discretion.
- Possesses strong ethical character.
- Works cooperatively and effectively with other Community Food Share staff and volunteers in a collaborative environment.
- Self-reliant, good problem solver, results oriented.
- Provides excellent customer service to internal and external stakeholders.
- Gives and receives feedback in a respectful and productive way.
- Represents Community Food Share in a professional manner at all times under a variety of conditions.
- Works independently with minimal supervision.
- Maintains safety as a priority at all times.
- Manages conflict.
- Seeks additional personal development.

Interpersonal Skills

Skills in listening, understanding and/or influencing people are important in achieving organizational objectives, causing action, understanding others, or changing behavior. Skills of persuasiveness, influence or assertiveness, sensitivity to the point of view of others, as well as generational, gender and cultural competency and awareness are requisite to success in this position.

Health Related Event Protocol

The Health-Related Event Protocol is in effect anytime required by federal, state or local health orders, or as required by the organization for public safety.

Vaccination: Community Food Share does not require proof of vaccination status. However, this position works directly with the public in the performance of core duties. Employees serving in public facing positions may be required to wear a mask and practice social distancing at certain mobile, donor, or agency facilities regardless of vaccination status. Further, vaccination status may be required by donor businesses, agencies, or

other facilities. While this is not a requirement of Community Food Share, it may be a requirement of the donor business, agency, or facility where we perform our work. Those unable to comply with outside requirements are required to speak directly with their supervisor or HR for assistance in this matter.

Remote Work Eligibility: This position is classified as being ineligible for remote work as the essential duties of this position must be performed within the warehouse facility. (TEAM APPLE)

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, stand, bend, kneel, push, pull, stoop, climb ladders, balance, walk for extended periods of time; use hands to finger, grasp, carry, handle, or feel; reach with hands and arms above the shoulder; be able to taste and smell; and hear with or without aid. The employee may lift, leverage, and/or move up to 65 pounds repetitively and consistently. Some travel with mobile pantry operations, or other business-related needs could be required. Specific vision abilities required by this job include close vision, peripheral vision, depth perception and distance vision.

The physical demands described here are representative of those to be met by an employee to successfully perform the essential functions of this job. This listing may not cover all conditions an employee may encounter in the performance of the essential functions of this position.

Work Environment

Community Food Share operates in a working warehouse environment. 98% of this position will be spent in the warehouse performing warehouse duties. A small percentage of time, about 2%, may be spent at a desk performing computer tasks. While performing the duties of this job, the employee may be exposed to warm, wet and/or humid conditions and moving equipment. The employee may be exposed to high, precarious places; outside weather conditions; and extreme cold in the walk-ins. The noise level in the work environment is usually moderate but may be loud with machinery and equipment in operation.

The work environment characteristics described above are representative of those an employee encounters while performing the essential functions of this job.

Reasonable accommodation may be made to enable qualified individuals to perform the essential functions of this position.

Pay for this position is between \$60,000 and \$65,000 per year.

Community Food Share offers a rich suite of benefits for its full-time employees, including,

- 20 paid vacation days per year with annual rollover
- 10 paid Holidays
- 10 paid sick days per year
- 1 personal day per year
- 95% company paid health insurance
- 100% company paid dental insurance
- 100% company paid life and short-term disability insurance
- Voluntary vision insurance
- Matched SIMPLE IRA vested at 100% from day 1

Did we mention we have a **great** culture?

To apply for this position, please submit a current resume and cover letter detailing your qualifications and interest in this position to careers@communityfoodshare.org.