

## Rhode Island Community Food Bank

### Job Description

Position Title: Acquisition & Distribution Manager

Reports To: Director of Acquisition and Distribution

Status: Non-Exempt (hourly)



**Our Mission:** To improve the quality of life for all Rhode Islanders by advancing solutions to the problem of hunger.

**Our Vision:** We envision a state where no one goes hungry.

**Diversity Statement:** The Rhode Island Community Food Bank embodies diversity, serving every part of our state and engaging people from all communities and backgrounds in our work. We are an open and inclusive organization that welcomes, respects and values all people. Diversity strengthens our organization, so we take responsibility for attracting employees, volunteers and supporters with diverse identities and life experience. When we seek out, recognize and cultivate diversity within our staff, we create an enriched and more inclusive work environment. Ultimately, it is our collective wisdom that enables us to achieve our mission with creativity and compassion.

**Position Summary:** The Acquisition and Distribution Manager is responsible for purchasing food and managing the food budget, overseeing the customer service and distribution programs, and ensuring that all product is receipted into the system in a timely and accurate manner. Supervises a team of four staff. Responsible for reporting and analysis and responding to requests for information from other teams and external partners.

### Duties and Responsibilities:

1. Manages the Inventory Control, Customer Service and AD staff including
  - a. The annual review process and professional development
  - b. Creating work plans, goals and objectives and providing direction and oversight for the day-to-day operations activity.
  - c. Hiring, firing and discipline of all AD staff.
2. Acquisition responsibilities include purchasing and oversight of local solicitation activities.
  - a. Manages vendor relationships including maintaining accurate contact information and ensuring that vendors are meeting compliance standards.
  - b. COOP – responsible for monitoring and maintaining the inventory levels. Conducts product reviews and adjusts our inventory to meet the needs and requests of the network.
  - c. General purchases – responsible for purchasing products while working within the developed purchase budget
  - d. Produce – responsible for ensuring that our produce levels are in line with our annual goals. Works with the Food Donations Manager on local donations and develops our regional and national orders each week.

3. Distribution responsibilities include monitoring our distribution against our annual and strategic goals and working with the Director to develop distribution plans and strategies to ensure that we achieve our goals. Includes inventory management activities such as monitoring inventory levels, tracking distribution patterns and conducting limit reviews.
4. Supervises the Customer Service Team ensuring that agency orders are processed in a timely and accurate manner.
5. Supervises the inventory control function:
  - a. Ensures that all product is received into the inventory system in a timely and accurate manner.
  - b. Ensures that all inventory activity is including cycle counts, disposals, transforms and adjustments are completed accurately and on time.
  - c. Responsible for database administrative management.
6. Manages the operations reporting system ensuring that reports are completed correctly and on time. Also works with the Director to analyze the data and report back on key performance indicators to the team.
7. Manages the SOPs and manuals for the AD team including writing procedures, reviewing for accuracy and efficacy, and updating on an annual basis.
8. Provides support, back-up and operational coordination to the Federal Programs team relating to all federal commodities acquisition and distribution.
9. Completes monthly donor acknowledgment letters and certificates and ensures that the acknowledgement process is followed.
10. Provides administrative support and management for the inventory system including assisting with the evaluation, troubleshooting and process development as needed.
11. Other duties as assigned.

**Skills and Qualifications:**

- Bachelor's Degree and five years related work experience or the equivalent.
- Experience purchasing within the food industry very helpful.
- High proficiency with Microsoft Windows and Office environment (Word, Excel, Outlook) and standard office equipment. Must be able to create working spreadsheets, learn new databases and develop tracking systems and reports.
- Ability to manage multiple tasks with attention to detail, deal with interruptions, and maintain focus on tasks while producing accurate work. A very high level of organization and understanding of time management is critical.
- Effective problem solving skills and the ability to quickly assess issues and develop new strategies.
- Ability to communicate effectively when speaking and in writing using standard forms of professional and office communication.
- High level customer services skills, must deal with the public, volunteers and coworkers in a pleasant and professional manner.
- Ability to maintain accurate inventory transaction paperwork and files.
- Ability to work independently and as part of a team and to work with people from diverse social and ethnic backgrounds.
- Must be able to pass a criminal background check.

**Working Conditions:** Work is typically performed in an office using computers and phones extensively. Occasionally walks through or works in the warehouse and is subject to varying temperatures (exposed dock, coolers and freezers) in all seasons. May lift, move and carry objects up to 35 pounds. On occasion, works outside of normal working hours and occasionally drives to sites out in the community. There may be occasional travel to attend meetings and workshops.

By signing below, the staff member agrees to take full responsibility for the work outlined in this job description.

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Employee Signature

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Date