

Rhode Island Community Food Bank

Job Description

Position Title: Warehouse Manager
Reports To: Director of Operations
Status: Non-Exempt (hourly)
Not eligible for work from home



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 Warehouse Manager is responsible for the overall scheduling and flow of the warehouse operation. The Warehouse Manager creates daily and weekly schedules for his or her direct reports and coordinates staffing resources with the Warehouse Supervisor for cross team activities and busy periods in any area of the operation.

Duties and Responsibilities:

Performance Management:

1. Manages staff including:
 - a. The annual review process and professional development
 - b. Creating daily work assignments, goals and objectives and providing direction and oversight for the day-to-day activity.
 - c. Meeting regularly with each direct report to provide feedback and guidance and to hear concerns and issues.
 - d. Having input in the hiring, firing and discipline of all direct reports.

Scheduling and work flow management:

2. For all picking, receiving, production and expediting functions:
 - a. Create daily and weekly assignments for the full team.
 - b. Identify and address work flow challenges throughout the day and adjust schedules and assignments as needed.
3. Identify areas for improvement, resource challenges and problem solves/trouble shoots on the floor and at larger management meetings and reviews.
4. Monitor and maintain product integrity by having knowledge of all procedures, codes and regulations that effect product.
5. Understand the work flow and the overall food bank operation in general and specifically how the work of the warehouse team affects other areas of the department.
6. Customer services duties include interacting with agencies that come in for orders, walk-ins making donations and representing the food bank and its mission to visitors in the building.

7. Assist with special events both at the food bank and occasionally off-site. Duties may include set-up, breakdown, serving as a food bank representative, etc.
8. Have comprehensive knowledge of safety procedures, equipment handling & training. Must participate in departmental training and certification programs. Also, safely operating equipment such as hand trucks, pallet jacks and powered equipment such as electric pallet jacks, forklifts and reach trucks after the completion of in-house training.
9. Has full knowledge of AIB Consolidated Standards for Food Distribution Centers and ensure that all areas he or she is supervising are in constant compliance.

Ensures the following functions are fulfilled efficiently and according to all compliance regulations and procedures:

10. Production – all projects are completed on time and accurately. Volunteers are well managed.
11. Expediting – shopping area is kept stocked and clean; orders are brought out on time and correctly.
12. Receiving – all incoming shipments are properly received, on time, and according to the procedure: product is warehouse and paperwork is completed accurately and on time.
13. Warehousing – warehouse is managed for proper product flow and to ensure that we are able to accommodate all incoming shipments.
14. Order Picking – all orders are picked on schedule (ahead) and everyone is picking to standard.
15. Cleaning – ensure that the warehouse and all functional areas are clean and kept up to proper sanitation compliance standards.

Skills and Qualifications:

- High School Diploma and five years related work experience or the equivalent.
- Forklift certification and experience using standard warehouse equipment including pallet jacks, man-ups and reach trucks.
- Experience with food warehousing and distribution strongly preferred.
- Ability to obtain ServSafe food safety certification.
- Knowledge & experience with effective inventory management & supporting systems.
- The ability to work with groups of people at varying levels & positions
- Problem solving skills and the ability to quickly identify issues and develop new strategies.
- Proficient with Microsoft Windows and Office environment (Word, Excel, Outlook) and standard office equipment.
- Ability to manage multiple projects with attention to detail, deal with interruptions, and maintain focus on tasks while producing accurate work.
- Ability to communicate effectively to other staff members and volunteers.
- Ability 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 a warehouse environment and is subject to varying temperatures (exposed dock, coolers and freezers) in all seasons. Regularly lifts and moves objects up to 50 pounds. Regularly uses standard warehouse equipment, including forklifts and pallet jacks and also regularly uses computers. 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.

Employee Signature

Date