



Director of Food Bank

Join our senior leadership team and become part of the solution for diminishing poverty and food insecurity in Howard County! We have an outstanding career opportunity for a driven, successful leader with exceptional management and organizational skills. It is the perfect position for a person who wants to put their skills to use making a difference in the lives of families.

Visit our website at www.cac-hc.org to view our contributions to the community.

JOB DESCRIPTION:

Summary/Objective:

This position plans and implements the operation of the Food Bank and the Food Pantry programs to provide direct services to individuals and families in need of food. This position secures donated food and purchased food, stores it and distributes it to individuals and families directly through the internal Pantry operation and indirectly through Pantry partners.

This position is the agency's direct contact with the general public in providing emergency food service. This position interfaces with donor businesses and individuals to receive donated foods, the staff of Pantries that partner with the agency, and with the individuals who come to the Food Bank to receive services. This role plays an integral part of the Senior Leadership team of the Community Action Council. Responsible for the entire departmental operations including staff management, scheduling, training and service; purchasing, distribution, sanitation, maintenance, financial cost control and future planning, coordinates will all organizational departments and support team.

Essential Functions:

Operations

- Plan, manage, and direct the operation of the Food Bank and Food Pantry programs.
- Maintain an inventory system to accurately account for both donated and purchased product.

- Maintain the Food Bank and Food Pantry facility and operations in a manner consistent with licensing requirements of the Health Department.
- Select and purchase food products to supplement the food products received through grants and donations.
- Provide oversight of, and distribute food products to Food Pantry partners.
- Manage the internal Pantry operation to distribute food products to eligible individuals and families.
- Directly influence the customer service experience, ensuring a positive environment of compassion and respect for persons with economic challenges.
- Oversee proper maintenance of warehouse facilities and vehicles to ensure compliance with external regulatory bodies making employee, volunteer and food safety top priorities.
- Manage product recovery function to guarantee maximum product into the area, compliance of recovered goods with external regulatory bodies and good work environment for employees and volunteer staff in product recovery.
- Ensure appropriate inventory controls, including rotation of product, receiving and distribution completed daily, proper tagging, and accurate monthly inventory counts.

Supervision

- Works cooperatively and effectively with Warehouse Manager to create work schedules to support operation needs.
- Personnel oversight to include decisions on hiring, evaluating and terminating employees
- Continually monitor and evaluate the department and staff and provide guidance and discipline when necessary to meet the expectations of the organization.
- Supervise and direct the food bank staff and volunteers.
- Works cooperatively and effectively with Volunteer Coordinator maximizing the volunteers' experience and community engagement while meeting the needs of the programs.
- Communicates effectively; conducts regularly scheduled meetings.
- Develops team members through appropriate training, coaching, and mentoring to ensure strong operational performance.
- Ensures all safety regulations and practices are followed.

Partnerships and Development

- Secure food products through donations, grants, and purchases.
- Maintain the Food Bank and Food Pantry facility and operations in a manner consistent with contractual relationships with Maryland Food Bank (America's

Second Harvest), Office of Transitional Services, Howard County Government, and other funding agencies.

- Develop new partnerships and cultivate relationships with new donors to increase offerings to the community served.

Administration

- Prepare appropriate reporting to support functions.
- Ensure accuracy of client database entry and management.
- Streamline processes for continue improvement of customer relations.
- Responsible for fiscal management and accountability for the department.
Implement systems and controls to achieve financial performance as established by the departmental budget including in-kind costs, labor costs, and food costs.
- Responsible for ongoing evaluation of programs, operations, training, purchasing, personnel performance and cost accounting in order to maintain excellence.
- May be required to use your own personal vehicle to fulfill your job related responsibilities.
- Be a positive role model by maintaining the highest level of professional and ethical behavior throughout your interactions with both internal and external customers.
Uses technology for the completion of specified job duties.
- Attends work regularly per assigned work schedule and in accordance with Agency policy.
- Attends and participates with in-service training, staff meetings and other activities to facilitate professional development.
- Works cooperatively with others including all staff, supervisors, administrators, co-workers, community professionals, clients, vendors and the public.
- Follows instructions and abides by Agency policies and procedures.
- Assumes other duties, responsibilities and special projects as needed

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Ability to work in an office environment.
- Ability in work in a warehouse environment.
- Ability to communicate on the telephone.
- Ability to read, writes, comprehend and speak English.
- Ability to complete tasks with numerous interruptions.
- Ability to work with little to no direct supervision.
- Ability to sit for long periods of time.

- Ability to walk up and down stairs.
- Ability to lift up to 50 lbs.
- Ability to bend, lift and carry.
- Full awareness of environmental stimuli
- Ability to understand basic math and work with numbers.
- Ability to type.
- Ability to demonstrate compassion and respect for persons with economic challenges.
- Full range of motion above the head.
- Ability to use computer.
- Ability to operate a motor vehicle.

Education:

Bachelor's Degree required, business or management preferred. A minimum of 15 years' experience in lieu of a Bachelor's degree. Master's degree preferred.

Experience:

- 2+ years prior experience managing staff is required.
- 5+ years experience in customer service, customer relations or required.
- Experience developing new partnerships and cultivating relationships with donors preferred.

Abilities and Skills:

- Strong computer proficiency especially with Microsoft Office (Word, Excel and PowerPoint).
- Effective decision-making and problem solving skills.
- Effective communication skills, both oral and written.
- Must be organized, flexible and dedicated to quality service delivery.
- Ability to work independently and collaboratively with others.
- Ability to analyze data and recommend action.
- Ability to prioritize and manage multiple tasks effectively.
- Proficient in technology applications.
- Demonstrate integrity and ethical standards in job performance.
- Strong organizational skills with the ability to prioritize tasks.
- Ability to communicate effectively, both orally and in writing across all levels of the organization.
- Ability to work with sensitive information and maintain a high degree of confidentiality.

- Knowledge of regulatory standards.
- Supervisory and staff development skills.
- Effective management skills with an ability to plan and implement systems that are outcome oriented and ensure quality service delivery.
- Demonstrate business acumen in decision-making.
- Allocate staff resources to maximize productivity.
- Effective management skills with an ability to plan and implement systems that are client focused, outcome oriented, and ensures quality service delivery.
- Knowledge of governmental benefits, community programs and other resources with ability to access same for the clients.
- Ability to provide guidance, direction and technical support to staff.

AAP/EEO Statement:

Community Action Council of Howard County is an equal opportunity employer.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.