I. JOB TITLE  Warehouse Manager
Reports to:  Executive Director
Location:  Huntsville, AL
Salary Range:  $40k - $43K per year, full-time, plus benefits
Status:  Non-exempt, full-time

II. BACKGROUND
The Food Bank of North Alabama is a nonprofit, tax exempt charity dedicated to hunger relief. We serve the ill, children and neighbors at risk of hunger. Each year we supply more than 8 million pounds of food to over 80,000 people in North Alabama through a network of 250 charitable feeding programs – including food pantries, shelters, soup kitchens and children programs. We also pursue proactive solutions designed to end hunger by supporting local farmers and improving our local food system.

III. JOB FUNCTION
The Warehouse Manager will motivate and lead a small warehouse staff dedicated to hunger relief and the promotion of healthy local food access. Along with supervisory responsibilities, the position is hands-on and must be able to carry out a variety of manual and computer tasks associated with the receipt, storage and distribution of food products. These tasks include packing orders, unloading deliveries, re-packing food products, operating warehouse equipment, driving a van or an 18-foot refrigerated truck for food pickups/deliveries plus general maintenance and cleanup.

IV. DUTIES AND RESPONSIBILITIES

Supervisory Responsibilities:

- Motivate and supervise a small staff dedicated to food handling warehouse operations in a manner that fosters an energizing, cooperative environment.
- Provide ongoing workplace training to operations staff members.
- Monitor work performance, lead team meetings as needed and offer job performance evaluations.
- Oversee a variety of food warehouse duties including receiving, inspecting, weighing, tagging and sorting food products, pulling orders, loading orders and ensuring general maintenance and janitorial duties are accomplished.
- Facilitate a culture of continuous improvement.
- Oversee equipment and building/facility needs, maintenance and repairs. This includes forklifts, powerjacks, cold storage, etc. Ensure optimal operating level of warehouse equipment.
• Assist in supervision of volunteers.
• Oversee product flow in and out of the facility and anticipate needs.

Inventory Control
• Support the Director of Food Sourcing with inventory control, ensuring inventory counts are conducted accurately.
• Work with the Director of Food Sourcing to ensure product received and distributed is counted accurately and input into our software system accurately.
• Assign appropriate storage locations for product, and ensure those assignments are carried out.
• Proactively communicate to the Director of Food Sourcing about food product needs.

Food Safety
• Work in tandem with the Executive Director, Director of Food Sourcing and Store Donation Program Coordinator on implementing the Food Bank’s food safety plan.
• Ensure product received is inspected for quality control prior to storage and distribution.
• Assign daily, weekly, monthly and quarterly cleaning assignments, and ensure assignments are completed including sweeping, mopping, rafter sweeps, trash removal, temperature checks, vehicle cleaning and inspections for pest entry points at the base of doors or walls.
• Act as a key coordinator with the Director of Food Sourcing and Agency Relations Manager in food recall situations—overseeing proper product destruction.

Customer Service
• Provide excellent customer service to the charitable food programs we serve and assist with communicating to our customers the foods available.
• Ensure warehouse staff provides excellent customer service. The Warehouse Manager must lead by example to provide exceptional customer service to the volunteers and staff of charitable feeding programs who source food items from the Food Bank’s warehouse.
• Supervise and support warehouse staff who check-out our customers - weighing the customers’ food selections by product type (frozen food, dry goods, meat and produce), documenting the weights in our inventory control system and generating invoices.
• Assist charitable feeding programs with loading product on their vehicles if necessary.

General Warehouse
• This position is a hand-on, active managerial position and will actively participate in general warehouse activities.
• Operate an 18-foot refrigerated truck or van to perform food pickups and deliveries as needed.
• Operate electric pallet jacks and other warehouse equipment with proper certification.
• Oversee daily operations of the warehouse and in other activities as required or as assigned by the Executive Director.
V. QUALIFICATIONS

Education and Experience
- Bachelor’s degree from an accredited college or university or the equivalent managerial experience.
- A minimum two year’s supervisory experience.
- Organizational and planning experience.

Skills and Abilities
- Excellent communication skills: demonstrated ability to proactively communicate and build rapport; listen and react appropriately; give and receive constructive feedback; present written and oral information clearly and translate food safety requirements in simple terms.
- Approaches duties with a sense of urgency.
- Excellent customer service and interpersonal skills.
- Exhibits a friendly, professional demeanor and respect of others’ opinions and participation.
- Strong organizational and information management with an attention to detail and accuracy.
- Ability to work independently and as part of a team.
- Ability to meet deadlines and manage multiple concurrent tasks.
- Ability to quickly learn new policies and procedures, and navigate the language of food safety compliance.
- Valid Alabama driver’s license with vehicle insurance.

VI. DESIRED CHARACTERISTICS

- Outgoing and communicative by nature.
- A motivated candidate who is exceptionally talented at multi-tasking physical, supervisory and administrative responsibilities with focus and attention to detail.
- Strong time management.
- Strong problem solving skills in a team approach.
- Proven ability to motivate others and foster an energizing, cooperative environment.

VII. ESSENTIAL PHYSICAL REQUIREMENTS

- Ability to use a computer and inventory control software.
- Accurately use basic math skills.
- Able to lift and carry food inventory weighing up to 65 lbs.
- Ability to drive a box truck, experience preferred.

VIII. APPLICATIONS

To apply, please submit the following by close of business May 18, 2018 to jobs@fbofna.org:
1) Application – please download an application from https://www.foodbanknorthal.org/jobs-2/
2) Cover letter
3) Resume

Early submission is strongly encouraged as applications will be reviewed on a rolling basis. Applications are available at www.foodbanknorthal.org/jobs-2
The Food Bank of North Alabama is an equal opportunity employer and provider.
This job description does not constitute a contract. Thank you for your interest.