



Operations Manager
Friedens Community Ministries, Inc.
(updated: JAN.2020)

Mission

A network of food pantries building ladders of peace to nourish the body, mind, and soul

Vision

We envision a world of peace where people have enough healthy food to eat
and food pantries are no longer needed

As the largest food pantry network in Milwaukee, Friedens Community Ministries is a stabilizing force in our neighborhoods. Since 1978, we have used a community-centered approach, accepting the responsibility of honoring individual choice by providing a variety of fresh and nutritious food options and connecting our community members to other support services. Friedens addresses the emergency food needs in Milwaukee neighborhoods with a high population of low-income households that commonly suffer from food insecurity (ETI, 2014).

Values

Peace Building

Empowering our community through connectedness, resiliency, abundance, trust, and respect, offering a place of respite from a stressful world.

Community Health

Building a community-centered approach that focuses on the physical and mental needs of individuals.

Social Justice

Supporting opportunities, human dignity, respect, and resources necessary to meet basic human needs for all.

Strategies

Nourishing the Body

By offering a dependable supply of nutritious food.

Nourishing the Mind

By providing opportunities to learn and grow, through community connectedness, volunteer engagement, and job development.

Nourishing the Soul

By creating a physical place of hospitality, which offers both spiritual and emotional peace.

Operations Manager, Friedens Community Ministries, Inc.

The Operations Manager reports to and works closely with the Executive Director and is responsible for all of the operations of the organization, managing systems and processes that the organization uses daily across its four sites to ensure efficiency and effectiveness. Main duties of the Operations Manager include managing the flow of inventory and coordinating with food sources to ensure that the quantity and quality of products is sufficient and consistent, as well as implementing, evaluating, and improving systems, procedures, and policies such that the right products, are at the right place, at the right time, with the right team.

Major Duties:

Food Procurement and Program Administration

- Ensures compliance with all relevant federal, state, and local laws/regulations
- Implements and ensures adherence to food pantry policies and procedures
- Works with Volunteer Managers to recruit, supervise, and train volunteers to pick up, deliver, and stock our food
- Helps create and maintain a sustainable supply chain
- Reduces costs in food procurement
- Oversees in-kind receiving, stocking, and recording donated food and items and assures proper quality
- Retrieves food from suppliers, stores, and other donor sites (no more than 20% of their time)

Day to Day Operations & Facilities

- Creates new organizational policies and processes as necessary
- Assists with the clean, safe and efficient operation of the Food Pantry
- Assists Volunteer Managers and Site Managers with developing, documenting, and optimizing food center systems and operations at all four sites
- Serves as primary contact with building owners/managers and oversees space and equipment maintenance
- Serves as first-response for facilities needs and keeps pantry keys organized
- Works with each Site Manager to optimize processes and storage at each facility

Software and Data Management

- Helps maintain community member database, volunteer database, donor database, and other information for reporting purposes, and trains others on how to use the systems
- Analyzes data to look at trends and find problems and solutions
- Demonstrates operational capacity for use of relevant software (e.g., Google for Nonprofits, Salesforce, Little Green Light CRM, Canvas or Photoshop, etc.)
- Assists Executive Director with researching and implementing technological solutions and systems

Maintain and Expand Strategic Partnerships

- Communicates mission/vision and values to partners and donors, identifying opportunities for collaboration and articulating strategic objectives

- Networks with other agencies and organizations to cultivate relationships and share best practices
- Represents Friedens in schools and businesses (primarily in-kind donations)
- Maximizes efficiency by building the right partnerships to fill the gaps in our service provision

Required Knowledge, Skills and Abilities:

- Minimum of 3 years' experience in A) Business B) Supply Chain or C) related field
- Excellent verbal and written communication skills (particularly directed toward managing teams and communicating with partner organizations and businesses)
- Excellent planning and organizing skills and attention to detail
- Ability to relate and interact comfortably with a diverse range of people, including community members, partners, and donors
- Ability to maintain working relationships with support organizations and leaders
- Willingness to learn and adapt to change in a dynamic environment, managing personal development needs
- Must possess a valid Wisconsin driver's license and a clean driving record with no moving violations in the past 3 years
- Bachelor or Associate degree (*preferred*)
- Experience with food procurement, food preparation, food safety, and menu planning using the USDA/FDA Food Safety Standards, Dietary Guidelines for Americans, and the Choose MyPlate Food Guide (*preferred*)
- Familiarity with Google for Nonprofits, Salesforce, Little Green Light CRM, and Microsoft Office suite (*preferred*)

Physical Demands: Able to climb stairs, able to ambulate without the aid of an assistive device, able to perform activities as back-up for food distribution staff (*preferred*):

- lift up to 50 pounds for periods of 1-4 hours at a time
- load/unload a van (up/down & bending)
- push a loaded dolly
- operate an electric pallet jack

Position Overview:

- Full Time salaried position: \$38K - 43K + possible performance bonus
- Benefits include individual health, dental, and vision insurance and pro-rated PTO after 90 days
- 12 paid holidays: New Year's Day, Martin Luther King Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, and Christmas Eve, Christmas Day, New Year's Eve, Two Flexible Holidays
- 6 months probationary period

To apply for this position, please send your resume or CV with a cover letter to:
jobs@FriedensPantry.org