



## **Director of Pantry Operations**

### **Position Summary**

The Director of Pantry Operations serves as a key member of the leadership team. The Director of Pantry Operations is primarily responsible for overseeing staff of the pantry operations team. The Director of Pantry Operations reports to the Executive Director.

### **Essential Job Functions**

Responsible for the successful execution of the food distribution components of WSCP's strategic plan

Serve as internal expert on Pantry service area and food pantry coverage, identifying gaps in service and opportunities to expand Pantry operations

Develop key performance metrics and goals for team relative to the distribution of nutritious food to clients

Oversee staff and volunteers in the direction of the pantry store, the Virtual Food Pantry and the Romeoville School Pantry as well as expansion of services

Plan warehouse space and leads to team to plan group project and major food drives including special distributions (holidays, birthdays, etc.)

Outsource excess product not to be used in either of the pantry stores or for the online store (i.e. relationships with recycling organizations, other non-profits, the WSCP Development Manager)

Lead team to execute food programs (Senior Home Deliver, Child Hunger) working in conjunction with Director of Client Resources on new partner or client relationships

Oversee maintenance of warehouse buildings, equipment, and trucks

Support food and other partnerships by serving as an internal and external expert in Pantry Operations

Mediate any issues that may arise with clients or volunteers as it relates to client service

Maintain safe, secure, and healthy work environment

Attend staff meetings, required trainings, and pantry's major fundraising events

Assist in the unloading of inbound product, recording of donations, and routing to the appropriate storage location as needed.

Assist with the pick-up of donations or delivery of product when needed. Perform other duties as assigned by the Executive Director.



## **Qualifications**

Bachelor's degree and a minimum of 7 years of operations management experience required, ideally within a warehouse setting or food pantry

Ability to lead a team with minimal direction

Ability to use various computer software programs

Strong strategic leadership and problem-solving skills

Ability to manage multiple projects with attention to detail

Excellent written and oral communication skills

Ability to operate standard delivery van and 20 foot box truck

Valid driver's license. CDL not required.

## **Additional Information**

Work is performed in a warehouse with a significant amount of walking on concrete surfaces. Entrances may be open, and work conditions during the summer months can be very hot and during the winter very cold. Employee may be going in and out of freezers and coolers with variations in temperature. Work involves moving boxes and employee must lift, bend, stoop, pick up and move objects up to 50 pounds. Work involves using manual pallet jacks and therefore requires an ability to push and pull pallets over 2,000 pounds.

This position is full-time 40 hours per week; this position requires flexibility in a work schedule. WSCP offers primary holiday and paid time off for all full-time employees. WSCP offers a benefit package including paid time off and health benefits.

Please submit resume with cover letter by Friday, August 6, 2021 to WSCP's Executive Director, Laura Coyle, at [lcoyle@wscpantry.org](mailto:lcoyle@wscpantry.org).

West Suburban Community Pantry is an Equal Opportunity Employer.