



Operations Manager

About the Durango Food Bank

It is the Durango Food Bank's mission is to work in collaboration with our community to feed and empower our neighbors in need. Our success relies heavily on our wonderful and dedicated volunteers, as well as generous donations from community members and businesses.

The Durango Food Bank distributes food to nearly 12,000 La Plata County Residents struggling with food insecurity each year. It is our goal to provide adequate food resources to our neighbors, while also being purposeful in not creating dependence. Our programs provide reactive emergency assistance in times of hardship including those when an individual's or family's income level puts them above the food assistance qualifying threshold, where a contributing family member is temporarily unemployed or unexpected expenses such as medical emergencies arise.

Thank you for your interest in joining our team as we continue to work feeding our La Plata County neighbors in need.

Position Description

The Operations Manager will work in collaboration with the Executive Director to carry out Durango Food Bank operations, goals, and mission. This position is responsible for a wide range of administrative and support activities.

Approximately 32-35 hours per week, Monday-Thursday, 8:00-5:00, with occasional weekends for special events. \$16-18/hour.

Key Responsibilities

Tasks may include but are not limited to:

- Prioritize daily operations while also conducting both short-term and long-term project-based goals.
- Implement and enforce program procedures and policies as instructed by Executive Director.
- Receive, record, and manage donations, both monetary and food and non-food items.
- Coordinating, managing, and organizing food drives.
- Oversee and operate USDA programs (CSFP, TEFAP, etc.).
- Recruit, train, and manage volunteers and volunteer projects, ensuring positions are carried out in accordance with current policies and procedures, on a daily basis including both individuals and large groups

- Manage and organize the distribution of food programs. Manage food inventory, stock shelves when needed, oversee and direct Volunteers and maintain information in Client Management Software.
- Ensure maintenance and cleanliness of the facilities.
- Perform general clerical duties, including but not limited to, data entry, handling requests for information, sending donation receipts and maintaining volunteer schedules.
- Perform general duties such as answering, screening, and transferring inbound calls, sending and replying to emails, taking and responding to voice messages, etc.
- Provide any other support deemed necessary to fulfill the mission of the Durango Food Bank.

Qualifications

- High School Diploma or equivalent required.
- Must be able to pass drug test and be willing to complete drug testing at random throughout employment.
- Ability to work effectively with diverse groups of people.
- Experience as a Manager preferred.
- Demonstrated experience working in customer service.
- Must have valid Driver's License with clear driving record as well as reliable transportation.
- Working knowledge of office equipment, including phones, printers, computers, fax machines, copiers, and scanners.
- Excellent time management skills and the ability to prioritize work.
- Must be deadline driven and highly organized.
- Attention to detail and ability to complete tasks with minimum supervision.
- Must be able to maintain a high level of confidentiality.
- Ability to answer phones, conduct email correspondence, and provide in-person customer service to clients, donors and Volunteers with professional etiquette.
- Proficiency in Microsoft Word, PowerPoint, and Excel.
- Strong ability to establish and maintain effective working relationships with internal and external partners.
- Results-oriented, self-starter with the ability to think strategically and have fast-paced, dynamic problem-solving skills.
- Ability to work both independently and as a leader or member of a team in a dynamic and creative environment.
- Ability to be flexible, adaptable, and able to stay calm under pressure.
- Ability to demonstrate sound judgment and show a commitment to the mission and desired outcomes of the organization by contribution to a teamwork environment.
- Ability to carry out volunteer roles as needed, including Front Desk, sorting produce, assembling dry/non-perishable canned good products, stocking shelves, etc.
- This position requires the ability to repetitively lift boxes and/or crates weighing up to 50lbs.
- Previous experience with forklifts and pallet jacks a plus.

Application Materials

Interested applicants should email in a single file, their resume, cover letter and three references (at least 2 professional) to durangofoodbank@durango.net. File name should include last name and first name initial.

Please describe your interest in public service work and any relevant experience. Position will be open until filled. You will be asked to bring a copy of your driving record to any schedule interviews.

Durango Food Bank is an equal opportunity employer where an applicant's qualifications are considered without regard to race, color, religion, sex, national origin, age, disability, veteran status, genetic information, sexual orientation, gender identity or expression, or any other basis prohibited by law.