



## **EMERGENCY FAMILY ASSISTANCE ASSOCIATION JOB DESCRIPTION**

**Job Title:** Food Bank Manager

**Hours of Work:** 40 hours per week, Monday, Wednesday and Friday between 8:30 am and 5 pm, and Tuesdays and Thursdays between 11 am and 7:30 pm. Regular and timely attendance is an essential function of this job

**Location:** **Onsite at 1575 Yarmouth Ave, Boulder, CO 80304**

**Reports to:** Director of Programs

**Supervises:** Food Bank Coordinators and Food Bank Volunteers

### **Supervision**

Supervisors are responsible for hiring, training, and evaluating supervised positions consistent with EFAA policies and procedures including annual evaluations and professional development plans for staff members. Documentation and paperwork related to supervisor responsibilities (hiring documents, compensation sheets, time sheets/absence reports, evaluations / quarterly reviews) completed in a timely and accurate manner.

### **Position Summary**

This position is responsible for the overall direction and management of EFAA's food bank including food procurement, food distribution, staff and volunteer management and participant interface process. Ensure all government and program guidelines and regulations are met with a focus on: community coordination of food distribution, reaching underserved populations, increasing quality and variety of healthy food options and culturally diverse food choices. Responsible for food safety and quality control of all food distributed. All EFAA staff are required to contribute to the development of the organization

### **Essential Functions**

- Oversee implementation of FY 26 – 28 Strategic Plan Goals and Objectives as they relate to food bank operations
- Supervise the Food Bank Coordinators In collaboration with the Director of Volunteer Services:
  - Manage 100+ volunteers per week including: training, scheduling, supervising, volunteer database oversight, delegating tasks, and volunteer recognition
  - Ensure policies and procedures are upheld, e.g. driver requirements
  - Consult on volunteer issues, relationship management, disciplinary actions, etc.
- Support the Director of Volunteer Services in tracking volunteer hours and recruiting new volunteers
- Develop partnerships and strategy with other food banks in the community, for mutually beneficial goals and improved services to participants.
- Represent EFAA on local and state-wide collaboratives
- Procure food from a variety of sources anticipating needs based on projections of supply. Plan, schedule and coordinate food pick up and deliveries
- Manage the food bank budget, and relationships and transactions with food purchase vendors
- In collaboration with the Director of Operations:
  - Monitor equipment and facility needs for the Food Bank and support Operations department in addressing critical facilities issues and emergencies

- Work with Operations department on maintenance and vendor scheduling to ensure minimal disruption to food bank operations
  - Monitor program supplies inventory and request replenishments from Operations in a timely manner
- Manage existing donors and solicit new relationships with in-kind food donors, including nonprofit partners, grocery stores, food manufacturers, and food drive organizers to increase quantity and quality of donated food to EFAA. Manage and oversee food storage and distribution strategy
- Maintain accurate records of food procurement and inventory and conduct annual physical inventory audit
- In Collaboration with Monitoring and Evaluation Coordinator and Institutional Giving Officer
  - Prepare and submit recurring reports accurately and on time, both internally and to external partners
  - Ensure expenses and data are being tracked accurately for successful grant reporting
  - Analyze Food Bank data for outputs and trends that contribute to successful grant applications, programmatic changes, and reports to the Board of Directors
- Maintain safe and clean food environment according to Health Department standards
- Manage Food Bank technology and data collection platforms including troubleshooting issues and training staff and volunteers to use the platforms
- Assist with other projects as requested by Director of Programs or EFAA leadership team, including support for special events as appropriate.
- Takes proper safety precautions, anticipates unsafe circumstances and acts accordingly to prevent accidents. Adheres to and practices EFAA Safety Rules.
- Manage relationships with food bank participants, including:
  - Answering their questions and providing referrals to other resources
  - Responding to comments, feedback and complaints in a timely manner
  - Providing conflict resolution and de-escalation, ensuring a safe and welcoming environment
  - Addressing and resolving code of conduct violations
- Collaborate with EFAA's management team to move EFAA's Strategic Plan goals forward and participate in the overall growth of the organization, as well as be a thought partner in the leadership team.

### **Management**

- Manage the Food Bank Department to ensure cohesion, collaboration, and success of programming / outcomes
- Provide excellent direct supervision to staff and volunteers including coaching/mentoring, evaluation, and support of professional development
- Evaluate staff work programs to the end that they support achievement of department goals;
- Prepare and manage department budget to meet objectives with available resources and monitor department expenditures against budget.

The duties and responsibilities described are not a comprehensive list and that additional tasks may be assigned as necessitated by organizational demands.

### **Skills/Competencies**

- 2+ years of management or other relevant leadership experience
- 2+ years of experience in food banking, hunger-relief organizations, food justice organizations, food service, food retail, and/or food warehousing
- Excellent communication skills with the ability to communicate and work effectively with a wide variety of people

- Strong computer and database proficiency; experience in Microsoft 365, including Excel and Teams
- Experience working with volunteers
- Experience working with people with diverse backgrounds and cultures
- Commitment to EFAA's mission, vision and values.

#### **Preferred Qualifications:**

- Spanish language proficiency strongly preferred to include reading, writing and speaking
- Intermediate to advanced skill in designing and operating online forms, such as Jotform, Google Forms, Smartsheet, etc.
- Knowledge of food safety regulations and best practices. Hold or secure within a reasonable time manager-level Food Safety Training Certification
- Experience in strengths-based / client-centered modality

#### **Working Environment, Physical Activities and Equipment Used:**

Physical agility to perform all aspects of the job including standing, sitting, walking, and/or the ability to lift 30 pounds. Regularly required to lift, bend, and carry items including unloading trucks, vehicles, stocking shelves, etc. Full range of body motion. Office environment requires regular use of computer for data input and other work.

#### **Compensation**

This is a full-time position (100% FTE) or 40 hours per week. The salary range for this position is \$68,000 - \$72,000. Competitive pay commensurate with education and experience.

#### **Why You Should Apply**

EFAA's culture is employee-focused, providing access to a generous benefits package including:

- Competitive paid time off and holidays
- Choice of employer-paid health insurance plans, including family coverage options
- Employer paid Simple IRA contributions
- RTD Ecopass
- Language bonus for bilingual English / Spanish employees
- Family friendly policies and practices
- A commitment to professional development and training

#### **How to Apply**

Please email your cover letter and resume to [resumes@efaa.org](mailto:resumes@efaa.org) with the subject line "Food Bank Manager". The position is open until filled. Applications will be reviewed on a rolling basis.

#### **Non-Discrimination Policy**

Our people are the foundation of who we are as an organization. Attracting, hiring, and retaining diverse talent enables us to be more innovative and better serve our employees, volunteers, participants, and the community. EFAA is dedicated to the principles of equal employment opportunity (EEO). We are committed to recruiting, hiring, training, and promoting qualified people of all backgrounds, regardless of age, race, sex, color, religion, creed, national origin or ancestry, disability, military status, familial status, sexual orientation, gender identity or expression, genetic information or characteristics, parenthood, custody of a minor child, pregnancy, marital status or any protected class under applicable Federal, State or local laws that is not listed above.