FOOD PANTRY MANAGER

Neighbors in Need (NIN) is a community-based nonprofit organization that works to significantly reduce hunger and food insecurity and to ensure that people in need in Greater Lawrence have access to basic necessities with dignity, respect, and privacy. Each week, we operate food pantries strategically located in the neighborhoods where our clients live. We provide healthy and nutritious non-perishable foods, fresh produce, and other essential goods to anyone who is hungry or in need.

PURPOSE OF POSITION: The Food Pantry Manager is responsible for the day-to-day operation of Neighbors In Need's food pantry program, ensuring access to nutritious food for individuals and families currently at 10 food distribution sites throughout Greater Lawrence serving 1,600 families each week with the potential to expand.

This is a full-time, salaried position based at NIN office and food distribution sites, generally scheduled: Monday 9–3, Tuesday 8:30–6:30, Wednesday 9–4, Thursday 8:30–5, and Friday 8:30–3. Schedule may vary based on meetings and could include occasional evenings and weekends. The Food Pantry Manager reports to the Executive Director.

COMPENSATION AND BENEFITS

Salary of $52,000 to $62,400 per year depending on experience and qualifications. Benefits include a 401(k)-retirement plan, paid sick time, 10 days of paid vacation beginning the first year, and NIN's annual paid year-end closure from December 25 through January 1, as well as 11 federal holidays.

REGULAR DUTIES

- Lead team of staff and volunteers in the safe setup, operation, maintenance and breakdown of varied mobile market style food pantries at 10 sites in Greater Lawrence following NIN policies and procedures especially regarding food handling and client confidentiality.
- Supervise, train, schedule, and support Client Services Coordinator and food pantry volunteers.
- Work collaboratively with community partners and pantry host sites to ensure reliable pantry operations.
- Coordinate with the NIN Volunteer Program staff regarding pantry volunteer recruitment, scheduling, training needs, feedback, and concerns.
- Implement NIN's nutrition policy, such as Supporting Wellness at the Pantry (SWAP) nutrition education, throughout food pantry operations.
- Develop weekly pantry menus based on client needs and preferences, NIN nutrition policy, anticipated participation, cultural preferences, and available inventory.
- Coordinate with Warehouse Manager regarding menu planning, food transport and distribution needs.
- Oversee and provide guidance with completion of pantry participation data and program records by Client Services Coordinator and Administrative Associate.
- Use program data to monitor demand, identify trends, and inform program planning. Communicate trends to the Warehouse Manager and Executive Director.
- Work with Client Service Coordinator, Warehouse Manager and Executive Director to evaluate and improve pantry operations and participate in long-range planning for NIN's food pantry program.
- Drive NIN truck or van as needed to transport food, supplies, and equipment to pantry locations.

- Participate in management meetings, staff meetings, training, special food distributions, holiday programs, and other NIN programs and events as needed.
- Undertake additional assignments at the request of the Executive Director.

REQUIREMENTS AND MINIMUM QUALIFICATIONS

- Demonstrated interest in addressing food insecurity of individuals and families.
- Experience with one or more of the following: food pantry operations, mobile food distribution, grocery retail, catering, restaurant operations, or another high-volume food service environment.
- Experience leading and coordinating teams of employees and/or volunteers in a busy, hands-on environment.
- Strong organizational skills and ability to manage multiple locations, schedules, priorities, and changing needs.
- Excellent interpersonal and communication skills and ability to work effectively with clients, volunteers, staff, and community partners from a wide variety of backgrounds.
- Ability to work independently, solve problems in real time, and make sound decisions in a fast-paced environment.
- Valid driver's license and safe driving record.
- Ability to meet NIN's vehicle-driving requirements, including maintaining a valid USDOT physical card.
- Ability to regularly lift and carry up to 30 pounds, periodically lift between 30-50 pounds, and perform the physical tasks associated with food pantry operations.
- Ability to work indoors and outdoors in varying weather conditions as required by mobile pantry operations.
- Ability to work a flexible full-time schedule based on pantry needs.

INDEPENDENT ACTION

Works independently within the scope of NIN policies, procedures, budgets, and established food pantry practices. Exercises judgment regarding menu, volunteer supervision, and pantry logistics. Refers significant matters to the Executive Director.

PREFERRED QUALIFICATIONS

- Bilingual and bicultural English/Spanish strongly preferred.
- Knowledge of nutrition, food safety, and/or culturally responsive food programs.
- 3-5 years' experience in nonprofit and/or food service setting.
- Knowledge of Microsoft Word, Excel and Outlook and willingness to learn web-based apps.

EQUAL OPPORTUNITY EMPLOYMENT: Neighbors In Need is an equal opportunity employer. We consider applicants without regard to race, color, religion, creed, sex, gender identity, sexual orientation, national origin, age, disability, marital status, veteran status, or any other status protected by applicable law.

Please submit cover letter and resume to Executive Director, Lisa Smith at lisa@needfood.org.