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Community Food Center

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| **Job Title:** |  | **Food Pantry Manager** |
| **Salary:** |  | Full-time Exempt – Annual Salary $26,520 |
| **Reports To:** |  | Chief Executive Officer |
| **Location:** |  | Grow It Forward Inc. dba Grow It Forward Community Food Center – 1501 Marshall Street, Manitowoc, WI 54220 |
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The Food Pantry Manager is responsible for the strategies, planning, implementation, and operation of the Food Pantry located withing Grow It Forward’s Community Food Center along with other duties as assigned. Beyond technical program operation, you will focus on listening to, hosting meetings, and working in partnership with community members and local stakeholders to build trusting relationships so that we can work together to address the short and long-term challenges related to inequities and disparities in food access.   
  
You will embrace and embody the mission, vision, and guiding principles of the organization while working closely with the small GIF team, community members, and partner organizations. You must be community centered, committed to food justice and equity, and communicate with transparency and clarity.

Our mission is to provide people in need with dignified access to good food, along with opportunities to grow, cook, share, and advocate for it.

Our vision is that food should be treated as a basic right and central to health—where everyone has the means, knowledge, and voice to access good food with dignity. To accomplish this, we not only feed the immediate need of hunger, but we also work towards ending future hunger by working collaboratively with community partners, farmers, food producers, and consumers throughout the City of Manitowoc and beyond.

Our Values

* Community:  Building and encouraging strong relationships in a friendly and safe environment
* Dignity: Demonstrating and promoting mutual respect and appreciation
* Participation: Encouraging buy-in by way of program input
* Guest-Centered: Ensuring a quality experience, increased choice, and active participation for all guests
* Health: Providing accessible selection of healthy foods and nutrition education opportunities
* Collaboration: Guests, donors, and other sectors investing to ensure effective programs and financial stability
* Evaluation: Making informed decisions based on research and data
* Equity: Creating an inclusive, diverse, and just organization that works to reduce disparities

The organization’s current programs addressing food access include Community Gardens, Food Pantry, Community Meals, Marshall Street Market, and Community Education. For more information, please visit grow54220.com.

# Duties and Responsibilities:

***Maintain a welcoming, accessible, and culturally relevant market-style food pantry:***

* Our pantry is organized and run by community volunteers! The Pantry Manager will, in cooperation with our Volunteer Coordinator, recruit, train, coordinate, and support volunteers to ensure sufficient volunteer staffing of pantry hours, pantry restocking, donation sorting, interpretation, and purchasing hygiene supplies and bulk food items.
* Foster relationships with partner agencies, including other food pantries, meal sites, grocery suppliers, food and hygiene supply donors.
* Assist in planning and implementing relevant training and educational opportunities to pantry volunteers.
* Present about the pantry in community meetings and collaborating agencies, and support volunteers to do community outreach.
* Support reception including answering phones, greeting clients and volunteers, accepting donations, data entry, and maintaining a welcoming atmosphere.

***Manage food and hygiene supplies distribution:***

* Manage pantry programs in accordance with Grow It Forward’s mission, protocol, and procedures and works within food pantry budget.
* Maintain systems for ordering food and hygiene items including assessing existing stock and order needed items within budget; maintain culturally appropriate foods and goods.
* Manage a system that ensures stock is properly stored and rotated and all items are stored in a safe and sanitary manner.
* Plan, coordinate and attend food drives and related events benefitting the pantry.
* Develop and manage systems for low- or no-waste disposal of spoiled food.
* Stock food pantry shelves, ensure items are displayed attractively, and maintain cleanliness and neatness of the Community Food Center with the assistance of volunteers.
* Ensure compliance with applicable Feeding America Eastern Wisconsin, Hunger Task Force, Wisconsin Hunger Relief Federations, Sheboygan County Food Bank, USDA, Food and Drug Administration, Manitowoc County, State of Wisconsin, DATCP and other regulatory organization rules and regulations.
* Track, report, and manage records associated with the operation of the pantry for internal and external use.
* Develop supplemental food sources and partners, especially for fresh foods (Gleaning, garden donations).
* Provide logistical support as needed, including picking up supplies and donations, unloading and loading deliveries, and shopping for supplies.
* Participate in planning for program/service improvements with GIF staff and volunteers.
* Ensure all equipment – refrigerator, freezers, carts, vehicles, etc. – and facilities stay in good working order; schedule maintenance/repairs as needed.

***Collaborate with the GIF staff team:***

* Attend weekly staff meetings and retreats.
* Use staff email, Google calendar & drive, and other organizational tools used for coordination.
* Work with Chief Executive Officer and Grants Coordinator to complete grant writing and reporting as needed.

***Qualifications:***

* Bi-lingual is a plus.
* Ability to safely operate a vehicle.
* Ability to lift 50 lbs and work at a computer for several hours per day.
* Certified in food handling safety standards desired (GIF will provide training and certification if needed).
* Strong communication, interpersonal, and organizational skills.
* Ability to respond to internal and external customer needs in a timely and professional manner and provide a high level of customer service; ability to work with diverse populations.
* Ability to complete tasks accurately and on time, accept assignments and follow through on commitments and all aspects of assigned work.
* Skills to deliver honest feedback in a supportive manner.
* Skill and experience collaborating with and supporting coworkers on projects or tasks by helping out where needed.
* Basic proficiency with Microsoft Word, Excel, and Google Drive.
* Must understand, embrace, and champion GIF values and policies while always looking for ways to become more responsive to the communities we serve.

***Work Environment:***

* This position operates out of GIF’s Community Food Center, which is a 20,000 square-foot facility that includes our administrative offices, a commercial kitchen, a food pantry, storeroom of overstock, and event space.
* While performing the duties of this job, the employee is required to work on a computer for several hours per day and will operate phones, computers, copiers, and other office equipment.
* The employee must occasionally lift or move up to 50 pounds repeatedly, move donations and supplies using rolling carts and/or dollies, and navigate the elevator and stairs.

***Time Commitment:***

* This position is full-time salary and exempt. As exempt, this position is not entitled to overtime pay, and GIF has practices in place to ensure GIF staff are not working excessive hours.
* This position will cover pantry hours on Thursday and Friday afternoons, and other hours depending on the level of community need.
* Flexibility in hours is needed to support the community in moments of crisis.
* Nights and weekends are occasionally required outside of scheduled pantry hours.

***Apply:***  
This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of the position. Other job-related responsibilities and tasks may be assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

To apply, please email a resume, three references, and respond to the following application questions and submit via email to amber@grow54220.com

* What languages do you speak and at what fluency level can you communicate in those languages?
* How do you feel you meet the skills and qualifications criteria? What strengths do you have to offer to GIF and the pantry as part of our staff team?
* What experience do you have with providing community services or community organizing?
* What organizations or agencies have you been involved with and what was your role?
* Please give two concrete examples from your experience that demonstrate your approach, philosophy, or beliefs about working with communities facing inequity and injustice.
* What systems and tools do you use to keep yourself and your work organized?

Grow It Forward (GIF) is an equal employment opportunity employer. GIF prohibits unlawful discrimination against any employee or applicant for employment based on race, ethnicity, religion, sex, gender identity, age, national origin, genetic characteristics, disability, status as a special disabled veteran or veteran, marital status, sexual orientation, sexual identity, or any other basis prohibited by law.