

## **WAREHOUSE OPERATIONS MANAGER**

Finding a great place to contribute your talent is a challenge so we thought we would share a bit about the Redwood Empire Food Bank, and why we choose to work here.

Every day, a group of talented, passionate, kind, hard-working people come together with one goal in mind – to improve our community. Specifically, we want to be sure that people in need of food receive help. We're working to End Hunger in Our Community. The challenge before us is enormous. We provide food to over 140,000 people throughout the year. We consider our efforts to be noble, and the fight just. We have a strong set of Core Values developed by and for our team: Show Up Together, Bring the Joy, Nurture Each Other, and Seek Excellence to support our mission. None of this would be possible without our employees, they are the heart and soul of our organization.

### **JOB SUMMARY**

Direct, manage and coordinate personnel and activities within the Operations Logistics and Sanitation team. This position manages and develops processes specifically related to the entire logistics process, while keeping in mind the other adjacent departments, such as transportation, inventory management, physical distribution and network optimization. This position is part of the Operations and Supply Chain leadership team. You provide leadership and direction for the purposes of maintaining and evolving the logistics functions, including the safe operation of powered and manual equipment. The Redwood Empire Food Bank is proud to have a safety culture, and you participate and contribute to this relating to the warehouse environment and general building safety.

This position is responsible for overseeing the Warehouse Operations Team which is made up of 8-10 employees.

### **MAJOR RESPONSIBILITIES AND ESSENTIAL FUNCTIONS**

- Supervise, train, and evaluate assigned staff through the Redwood Empire Food Bank performance management processes, ensuring development and alignment with organizational goals.
- Recruit, hire, and terminate staff as necessary while identifying ongoing staffing needs and working with senior management to maintain adequate coverage in alignment with operational demands.
- Create and manage employee schedules, ensuring adherence to start times, managing overtime (OT) needs, and ensuring weekend coverage as needed to meet operational objectives.
- Maintain and manage all cleaning and safety protocols as outlined by the REFB, which follow CalOSHA and Feeding America Food Safety guidelines.
- Enforce rules and regulations, conduct safety meetings, and implement corrective actions when necessary to ensure warehouse safety.
- Assign and oversee daily orders and rotational pulling areas using the Daily Order Spreadsheet to ensure smooth and efficient warehouse operations.
- Review all orders for completeness and accuracy, ensuring high-quality product selection, proper staging, pallet configuration, and adherence to specific order notes.
- Develop and communicate daily loading assignments by reviewing the Transportation Schedule and prioritizing orders to ensure timely delivery.
- Collaborate with the Order Coordinator to ensure accurate, efficient, and timely order entry into the system.

- Manage accurate physical and systematic inventory movement, including order picking, transfers from bulk to pick, warehouse transfers, product transformations, and truck loading, ensuring alignment with operational needs.
- Maintain the warehouse cleaning schedule by assigning weekly and periodic cleaning tasks, ensuring cleanliness standards are consistently met.
- Collaborate with the Inventory Manager to assess warehouse space constraints, manage product movement between warehouses, and maximize storage capacity.
- Forecast incoming pallet positions for cooler, freezer, and dry storage based on the receiving schedule, moving product as necessary to accommodate inbound shipments.
- Order and manage warehouse supplies used by Logistics staff, ensuring adequate inventory of materials needed for daily operations.
- Work closely with the Volunteer Production Coordinator to manage produce quantity and quality, ensuring seamless coordination between teams.
- Monitor and optimize logistics operations through continuous performance supervision, identifying areas for improvement and implementing corrective actions as needed.
- Establish and maintain business controls, metrics, and processes for the logistics network, driving operational efficiency and effectiveness.
- Ensure staff training is completed on all organizational policies and safety procedures relevant to their role, with regular updates as procedures evolve.
- Monitor and create updated processes in the waste management stream in the sanitation and yard area of the facility, including staff utilization and cross-functional collaboration between WH, transportation and site logistics.
- In the event of a disaster all REFB staff are expected to be available for work once they have secured the safety of their homes and families.
- Adhere to Operations and Supply-Chain procedures, and regulatory-compliance.
- Operate forklifts and pallet jacks safely, setting an example for team members and promoting a safety-first culture.
- Address and rectify issues such as damages, shortages, and quality non-conformance, ensuring issues are documented and resolved promptly.
- Document and escalate customer service issues, inventory discrepancies, and shipping or receiving errors, ensuring accountability and timely resolution.
- Foster constructive and cooperative working relationships with all staff, promoting a team-oriented environment.
- Maintain AIB and Feeding America standards.

#### **required Skills and abilities**

- Ability to understand and communicate processes and procedures.
- Experience and comfortable with evolving technology and systems.
- Ability to be proactive, take initiative and to work collaboratively.
- Deadline and detail oriented.
- Ability to work with staff, customers and volunteers from diverse backgrounds.
- Principles and practices of safety programs.

#### **EDUCATION AND EXPERIENCE**

- Managed and supervised a warehouse team.
- Three years of warehouse experience.