



**POSITION TITLE:** Warehouse Operations Manager  
**DEPARTMENT:** Operations and Supply Chain  
**REPORTS TO:** Director of Supply Chain and Analytics

**DATE:** November 2024  
**FLSA STATUS:** Exempt

---

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 Warehouse Operations Logistics team. This position manages and develops processes specifically related to warehouse operations and logistics, while keeping in mind the other adjacent departments, such as transportation, inventory management, volunteer production, 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, food safety, food defense and compliance guidelines. 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.

### **SUPERVISION**

This position receives minimal supervision and is responsible for overseeing the Logistics Coordinators, a team made up of order pullers and loaders/quality assurance, typically consisting of 6-8 employees.

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

The following reflects management’s definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons. To perform this job successfully, an individual must have regular and reliable attendance and be able to perform each essential function from the list below satisfactorily, with or without accommodation.

Supervise all aspects of the WH Operations team, as defined by: the Warehouse Operations and Logistics staff and the Loaders/Quality Assurance operations network, including;

- 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.
- Ensure warehouse safety by enforcing rules and regulations, conducting safety meetings, and implementing corrective actions when necessary.
- 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 and collaborate with Inventory protocols the 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.
- 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.

## **WORKING ENVIRONMENT AND PHYSICAL DEMANDS**

The work environment consists of a busy warehouse where it is loud due to equipment and machines. The warehouse temperature will vary from hot to cold depending on the time of year. In addition, this position also spends considerable time in a busy office for meetings and computer activities.

Employees will need to have the ability to work under deadlines that may require overtime and weekend work on a periodic, but infrequent, basis.

Reasonable accommodation will be provided to enable qualified individuals with disabilities to perform the essential functions of the position so long as it does not cause undue hardship to the Redwood Empire Food Bank.

- Ability to lift 50 pounds.
- Standing for 3 – 4 hours at a time.
- The data entry function requires that a staff member sit or stand at a computer for several hours at a time entering or manipulating data.
- Ability to work in varying weather conditions (rain, cold, heat, etc.).
- While performing the duties of this job, the employee is regularly required to stand and walk; use hands to finger, handle, feel, grasp, and type.
- Frequently required to reach with hands and arms above and below shoulder level.
- Occasionally required to sit, crouch, and bend down at the waist.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Occasional travel by vehicle and/or airplane may be required.
- The noise level in the work environment is usually moderate and may occasionally require the use of hearing protection equipment.

During a disaster, you and the safety of your family is the first priority. As an essential service provider and, at times, a first responder, you are asked to report to work as requested, or, at a minimum, to communicate your inability to report to work to your manager. Depending upon the nature of the emergency, regular staffing responsibilities may change.

**POSITION DESCRIPTION ACKNOWLEDGEMENT**

**I acknowledge that:**

- I have received a copy of this job description and I have read it.
- I have been given the opportunity to ask questions about the job description and agree that I will ask questions in the future if I need additional information or clarification.
- I have read the physical requirements for the position and confirm that I can perform all duties fully and safely with or without reasonable accommodation.
- If I need an accommodation to perform the duties fully and safely, I have shared my work restrictions with management and understand that I must provide a doctor’s note supporting them (if I have not already done so).
- I will work with management should the need for a reasonable accommodation arise in the future.

**I understand that:**

- This job description does not represent an employment contract and my employment relationship with the Redwood Empire Food Bank is at-will.
- This position description is subject to change and other functions may be assigned/reassigned at management’s discretion at any time.
- I understand that I am expected to adhere to all company policies.

**It is my responsibility to:**

- Read the job description.
- Ask questions if I need additional information or clarification regarding items covered in this job description.
- Work with management should the need for a reasonable accommodation present itself.

\_\_\_\_\_  
Employee Name (printed)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date