

ECUMENICAL COMMUNITY FOOD PANTRY OF NORWOOD

JOB DESCRIPTION

POSITION/TITLE: PANTRY EXECUTIVE DIRECTOR

REVISED: NOVEMBER 12, 2018

REPORTS TO: PANTRY BOARD

SUMMARY: The Executive Director is the key management leader of the Ecumenical Community Food Pantry of Norwood and oversees the day-to-day operations of the pantry. This position reports directly to the Board of Directors. The incumbent is responsible for ensuring that the food pantry and storage building are adequately stocked and maintained and most importantly, that the clients are served in a respectful and timely manner. These duties are shared with the Assistant Director and they are directly supported by the managers and coordinators of all principal areas of operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supervise day-to-day operation of the food pantry in collaboration with the Pantry Assistant Director.
- Maintain a safe, secure, and healthy environment by following safety practices and policies.
- Respond to calls and email requests from clients in a timely fashion.
- Plan, negotiate, and coordinate purchasing of food, hygiene, and other items needed by the pantry in a cost-effective manner.
- Assist in the training of Coordinators and Managers and supervise their performance.
- Develop, document, and implement updates to pantry procedures manual and guidelines, manage and maintain the online repository of documents.
- Prepare an annual review to be presented at the March Annual Meeting which addresses current status, proposed changes and quality improvements.
- Oversee Saturday morning client food distribution in collaboration with the Assistant Director, Managers and Coordinators.
- Attend monthly Pantry Board meetings on the third Wednesday evening at the Grace Episcopal Church, providing a brief written status report including accomplishments and goals that is submitted to the Board Secretary.
- Oversee special programs and holiday events, including employer-sponsored programs, in conjunction with the Donations Coordinator.
- Collaborate with other pantries and food agencies in the area (Greater Boston Food Bank, Lovin' Spoonfuls, local food donors, etc.) to ensure the best use of food product and minimize any waste.
- Collaborate with financial coordinators, provide guidance for grant writing and approval of expense reimbursements.
- Serve as primary spokesperson for the Ecumenical Community Food Pantry for public events.

QUALIFICATIONS: The candidate for this position must be dependable, detail oriented, have strong interpersonal skills including written and verbal communication, basic computer literacy, the ability to train and manage volunteers, direct their workload and maintain an environment that bolsters volunteer morale and retention. The incumbent must be in agreement with the goals and objectives of Ecumenical Community Food Pantry Board and act with exemplary professionalism when interacting with clients, volunteers, corporate food providers and members of the community.

Education: High school diploma or equivalent

Experience: Prior experience working/volunteering in a food pantry or community-based setting interacting directly with individuals, families and/or children in a customer service or education capacity is desirable. Candidates must have demonstrated ability to engage diverse volunteer groups, oversee and collaborate with staff members, experience training, managing and retaining volunteers to achieve set goals. Computer skills are necessary for maintenance of pantry records and completing monthly/annual statistical reports.

Knowledge: Understanding of the basic principles of volunteer training and retainment. Knowledge of Microsoft Office software including Word, Excel and Access as well as familiarity with Google email/telephone/drive. Knowledge of planning and operation of annual budget, fundraising and donor relations unique to the non-profit arena.

Skills/Competencies: Strong managerial skills including organization, communication and delegation are required. Perform conflict resolution with maturity and emotional intelligence. Ability to learn internal customized software applications and understand the importance of collecting data related to pantry services for evaluation and reporting purposes. Possess strategic planning, marketing, problem solving and implementation skills.

This job description is not all inclusive and therefore subject to change according to the needs of the community and vision of the Ecumenical Food Pantry of Norwood.