



Operations Manager

Summary/Objective:

This position is responsible for managing, planning, organizing, and directing the volunteer programs associated with day to day operations of the Agua Fria Food & Clothing Bank.

Essential Functions:

Volunteers

- Assigns and monitors all volunteers' schedules to ensure adequate coverage of food bank, clothing bank, and donation pickups.
- Develops and implements training programs for all volunteers.
- Creates and updates standardized processes for key volunteer positions.
- Supervises day-to-day activity of volunteers.
- Maintains updated records on all volunteers and community service workers.
- Monitors volunteers and community service workers during business hours.
- Works with social, civic and local organizations to develop partnerships, where appropriate, to recruit and cultivate new volunteers.
- Interviews all volunteers and community service workers for potential acceptance.

Day-to-Day Operations

- Handles client requests and questions.
- Assists with emergency food box orders as needed.
- Works with volunteers to process late applications for CSFP Program.
- Works with volunteers to call "no-shows" for CSFP follow-up.
- Processes community service court orders.
- Organizes and files incoming invoices and receipts.
- Tracks volunteer and community service hours.
- Handles information requests and operational requests via voicemail and email.
- Schedules van/truck maintenance.
- Coordinates maintenance of the facilities and equipment.
- Works with volunteer to coordinate generation of weekly, monthly and annual reports for internal and external use (EFB, MIPR, PPEP, Harvest, Grocery Rescue, others)
- Schedules food and clothing donation pickups.
- Delegates tasks to volunteers (as needed).

Agua Fria Food and Clothing Bank is a private, non-profit 501(c)(3) that welcomes people of any sex, race, color, national origin, religious affiliation, and ethnic origin to all the rights, privileges, programs, and activities generally accorded or made available to all in the community.

Annual Programs

- Supports Executive Director in preparing for and successfully executing any annual events or programs within allotted budget.

Board of Directors

- Works with Executive Director to identify issues requiring Board action or attention.
- Prepares reports as directed by the Executive Director.
- Attends Board of Directors meetings as requested by the Executive Director.

Physical Demands:

While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand and walk; and reach with hands and arms. The employee must frequently lift and/or move objects up to 25 pounds and occasionally lift and/or move objects up to 50 pounds.

Position Type and Expected Hours of Work:

This is a part-time position. Days and hours of work are Monday through Friday 7:30am to 12:30pm. Evening and weekend work may on rare occasions be required as job duties demand.

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Education and Experience Qualifications:

1. Bilingual in Spanish highly preferred.
2. Associates Degree required, Bachelor's degree highly preferred.
3. Three or more years of successful work experience in this or a related field preferred.
4. Prior experience as volunteer coordinator or operations manager for public or nonprofit employer preferred.
5. Current and valid Arizona driver's license required.
6. ServSafe Managers Certification required or to be acquired within 30 days of hire.

If interested please email Resume and Cover Letter to Leanne Leonard, Executive Director at director@affcb.org