



## **Operations Manager**

### **Summary/Objective:**

The Operations Manager of the Agua Fria Food & Clothing Bank is responsible for overseeing and improving the day-to-day operations to ensure the efficient delivery of services and programs. This role involves managing logistics, coordinating resources, optimizing operational processes, and supporting the implementation of strategic goals. The Operations Manager works closely with senior leadership, volunteers, and external partners to ensure smooth operations and contribute to the overall mission and success of the organization. Key responsibilities include managing volunteers, ensuring compliance with regulations, maintaining data systems, and identifying areas for improvement in workflow and service delivery. This position requires strong organizational, problem-solving, and communication skills, as well as a passion for the AFFCB's mission.

### **Essential Functions:**

#### **Operational Oversight**

- Oversee day-to-day operations to ensure efficient functioning across all programs.
- Develop and implement operational policies, procedures, and workflows to enhance productivity and service delivery.
- Handles client requests and questions.
- Assists with emergency food box orders as needed.
- Organizes and files incoming invoices and receipts.
- Handles information requests and operational requests via voicemail and email.
- Schedules food and clothing donation pickups.
- Works with volunteers to coordinate, distribute, and process all aspects of the CSFP Program.
- Works with volunteers to complete and submit weekly, monthly, and annual reports for internal and external use (EFB, MIPR, Harvest, Grocery Rescue, etc.)

#### **Volunteer Management and Recruitment**

- Assigns and monitors all volunteers' schedules to ensure adequate coverage of day-to-day operations.
- Develops and implements training programs for all volunteers.
- Tracks volunteer and community service hours.
- 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.
- Processes community service court orders.
- 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.

**Facilities Management**

- Coordinates maintenance of the facilities, equipment, and supplies.
- Oversee and schedule any necessary van/truck maintenance.

**Event Planning and Logistics**

- Supports Executive Director in preparing for and successfully executing any fundraisers, events, or annual program distributions, 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.

**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.

**Physical Work Environment:**

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. The employee must be able to work on a computer.

**Salary and Benefits:**

This is a full-time salaried position starting at \$45,000-\$48,000 based on experience. Days and hours of work are generally Monday through Friday 7:30am to 4:00pm, with evening and weekend work potentially required as job duties demand. Benefits include mission driven work, collaborative culture, paid time off, paid holidays (14 per year), stipends for healthcare, and professional development opportunities.

**Education and Experience Qualifications:**

1. Bachelor's degree required.
2. Bilingual in Spanish 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 supervision of volunteers required.
5. Prior experience as an operations manager for public or nonprofit employer preferred.
6. Proficient in basic computer functions and Microsoft Office suites (Excel and Access), knowledge of Link2Feed preferred.
7. Current and valid Arizona driver's license required.
8. ServSafe Managers Certification required or to be acquired within 30 days of hire.

**If interested, please email Resume and Cover Letter to Leanne Leonard at [info@affcb.org](mailto:info@affcb.org)**

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.