



Job Posting

TITLE	Product Services Manager
REPORTS TO	Director of Volunteer Programs& Product
JOB SUMMARY	Responsible for the management and daily operations of the product service areas offered in the Program Services Building: Grocery, Clothing Bank and Household. Lead and direct a rotating team of volunteers that stock product in a fast paced environment to ensure these areas are fully replenished throughout the day. Ensure accurate tracking of product disposition and provide routine analysis, regular reporting and recommendations regarding product services.
CLASSIFICATION	Full-time; exempt; scheduled at least one Saturday a month
DUTIES/RESPONSIBILITIES	<ul style="list-style-type: none">• Provide leadership, planning, direction and supervision of the grocery, clothing bank and household areas to ensure product is consistently stocked to offer full product selection for participant shoppers• Effectively supervise, train and engage stocking volunteers and team leaders across a wide spectrum of ages, experience, skill levels and capacities. Foster an effective, caring and fully engaged volunteer team, working closely with the Managers Volunteer Programson recruitment, support, and retention.• Ensure all products are fully stocked each day for opening and remain stocked during service hours• Prepare “to do list” for morning stockers and update communication boards in all product areas• Weekly email communication with Saturday stocking team leaders and work at least one Saturday on-site per month with the Saturday team• In partnership with the In-Kind Donations Manager, strategize, developand implement operational efficiencies regarding inventory management to ensure appropriate rotation and effective back-stocking of product. Assist in projecting purchased food needs.• Ensure accurate record keeping of product distribution andspoilagein agency data tracking systems• Responsible for generating timely and relevant daily/monthly/annual reportsregarding assigned product service areas.• Track, analyze and take action to improve distribution of food to participants by reviewing data and forecasting participant traffic trends• Contribute to the development of strategic goals and objectives through participation on the agency leadership team• Develop goals and objectives to achieve successful Product Services outcomes in line with the strategic plan• Create and manage the annual Product Services budget and regularly review department expenditures to ensure alignment with the budget• Develop, update and maintain Product Services procedures and policies• Work in close partnership with the In-Kind DonationsManagerand Manager of Volunteer Programs to ensure cross-over functions are effectively managed, and to develop and/or update processes, training guides and signage

- Identify areas for improvement by recommending and implementing action plans and procedures to address issues
- Plan and execute seasonal product distribution opportunities
- Frequent walk arounds to acknowledge and recognize each volunteer for their unique contributions
- In partnership with the Manager of Volunteer Programs, lead morning and afternoon shift meetings in the grocery, clothing bank and household areas
- Ensure consistency of processes and practices across all product services volunteer shift teams
- Obtain and maintain Food Bank of the Rockies Food Safety Certification and maintain strict adherence to food safety guidelines
- Obtain and maintain Food Bank of the Rockies Civil Rights certification, and ensure strict compliance with the agency non-discrimination policy
- Respond as needed to escalated or crisis situations, and ensure product services volunteers are trained on programs area safety and risk management procedures
- Comply with all applicable OSHA regulations

KNOWLEDGE, SKILLS AND ABILITIES

- Bachelor's degree or equivalent work experience
- Two years staff or volunteer management experience, preferably in a non-profit environment
- One year of retail operations management preferred
- Demonstrated ability to exercise initiative and able to prioritize and handle multiple tasks in a rapidly changing environment
- Strong organization, planning and decision-making skills; exceptional time management
- Excellent communication skills; comfort speaking with diverse groups using tact, courtesy and judgement
- Strong focus on detail; excellent analytical and problem solving skill
- Collaborative team player; ability to take direction, while participating in a team environment
- Familiarity with safety and risk management practices; comfortable reinforcing agency standards
- Excellent computer skills including Word, Excel, Google and databases

Email resume and cover letter to: jobs@theactioncenterco.org Currently interviewing - please apply as soon as possible. Posting will remain open until filled.

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