



OPERATIONS AND INVENTORY MANAGER Job Description

POSITION: Operations and Inventory Manager
DEPARTMENT: Operations
REPORTS TO: Senior Director of Operations
HOURS: 8:00 am – 5:00 pm, Monday-Friday (Evenings and weekends as needed)

POSITION SUMMARY:

The Operations and Inventory Manager is accountable for the receiving, storage, and distribution of products through the warehouse team. Works with the various MCFB Partner Agencies to ensure efficient logistical ordering and distribution of needed products. This position is also responsible for the organization and management of inventory. Collaborates with the Facilities and Transportation Manager to ensure product in and out of the MCFB warehouse is received timely and on schedule.

DUTIES AND RESPONSIBILITIES:

Oversees and coordinates the activities within the organization to ensure the efficient receipt, storage, and distribution of food product in attainment of the organizations' goals and objectives while remaining in compliance with food safety standards.

- Plans, organize and oversees inbound and outbound MCFB product via our fleet or common carrier to ensure all product in the MCFB warehouse is properly maintained.
- Collaborates with Volunteer Services Manager to support product sorting and repackaging activities required by partner agencies and direct distributions.
- Supervise and train warehouse staff in safe and efficient operation of materials handling equipment such as forklifts, pallet jacks, wrapping equipment, reach trucks and other tools.
- Responsible for training and developing staff as well as implementing cross training and succession planning practices.
- Responsible for continuous development, review, and training on operational processes.
- Responsible for the ongoing maintenance of USDA inventories and processes to support food programs.
- Collaborate and coordinate with Programs and Logistics departments.
- Ensure compliance with all MCFB personnel policies and procedures.
- Conduct regular product cycle counts to ensure inventory accuracy.
- Consistent communication with the Director of Finance regarding inventory reporting, levels and issues.
- Identify ways to improve inventory management procedures.
- Analyzes demand in order to forecast future supply and logistical requirements.
- Reports inventory levels, supply chain performance, procedural efficiency and personnel issues to Operations Director.
- Conduct consistent reviews of shipping and receiving processes to ensure that all warehouse staff are adhering to all processes and procedures.

- Conduct routine equipment inspections to ensure warehouse equipment is safe and in proper working condition.
- Ensure transportation personnel are provided accurate shipping and handling documents needed for delivery.
- Assist in MCFB Disaster Recovery Efforts
- Other duties as assigned by supervisor.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in-group problem solving situations; uses reason even when dealing with emotional topics.

Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

Managing Customer Focus - Promotes customer focus; establishes customer service standards; provides training in customer service delivery; monitors customer satisfaction; develops new approaches to meeting customer needs.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self-available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services.; continually works to improve supervisory skills.

Achievement Focus - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; recognizes and acts on opportunities; takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

KNOWLEDGE AND SKILLS REQUIRED:

- Proficient experience in working with ERP systems and a high level of proficiency in Microsoft Office 365 - Outlook, Word, and Excel software programs.
- A positive, collaborative, proactive and professional supervisory style.
- Strong managerial abilities.
- Excellent knowledge of inventory practices and implementation.
- Excellent problem-solving abilities.
- Highly attentive to detail with impeccable standards of integrity.

- Knowledge of consumer products and safe food handling.
- Ability to manage multiple projects from start to finish.

COMPUTER DATABASE AND SOFTWARE REQUIREMENTS:

- Highly skilled in creating excel spreadsheets
- Proficient (ERP) software programs

EDUCATION AND EXPERIENCE REQUIRED:

- High School diploma required
- Bachelor's degree or equivalent experience preferred
- Minimum five (5) years of operational warehouse experience
- 3-5 Years experience leading and supervising employees
- Experience with inventory control, management and reporting
- Experience in the food distribution industry preferred
- Experience with development of warehouse processes and procedures and security controls.

TRAVEL REQUIREMENTS

Travel: Yes up to 15% of the time

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Full-time position
- Duties are performed indoors and outdoors
- Interaction is required with other personnel, volunteers, clients, and other external parties
- Work in controlled temperature environments and uncontrolled warehouse environments

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Warehouse environment: extensive walking, standing, bending, stooping, twisting, kneeling, pushing, pulling, lifting, and carrying items weighing in excess of 50 lbs.; operates material handling equipment; regularly exposed to variable weather conditions from mild to extreme heat and cold, fumes, and air particles.
- On a regular day an individual might be required to lift up to 50 lbs. of weight.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

DISCLAIMER:

Montgomery County Food Bank is an Equal Opportunity Employer and employment "at will" organization. This job description does not imply or constitute an offer of employment.