

Minden Community Food Centre

Job Description – Manager

JOB TITLE: Manager

REPORTS TO: The Minden Community Food Centre Board
of Directors

BASIC FUNCTION:

The Manager has the following duties and responsibilities,
some of which may be delegated to volunteers:

Operations Management

- Manage staff and volunteers as required relating to operations, safety and efficiencies within the pantry, hub and kitchen.
- Manage kitchen staff, provide direction and create calendar of events for kitchen use.
- Answer all incoming calls, emails and handle inquiries.
- Daily review with Assistant Manager to discuss tasks for the day.
- Ensure Minden Community Food Centre (MCFC) operations are following the Feed Ontario and the Food Banks Canada Standards.

Kitchen

- Monthly meeting with volunteers to ensure they are on task
- Ensure cleaning and safety is maintained regularly including equipment and all surfaces.
- Ordering of sanitation chemicals regularly.
- Ensure kitchen equipment is maintained and serviced as needed.
- Arrange for repair of equipment in the event of a failure.
- Fire Extinguisher Safety checks with appropriate vendor.

Administration

- Carry out the strategic plan set forth by the Board.
- Cross Trained to do Assistant Manager role when needed.
- Make day to day decisions relating to the MCFC operations, handle difficult situations and deal with escalations.
- Authorized to approve expenditures within the parameters set by the annual operating budget as approved by the Board.
- Authorized to approve financial commitments up to \$5,000.00 over the term of financial contracts. For

financial commitments above \$5,000.00, the Manager would consult with the Treasurer and seek approval from the Board.

- Attend all Board meetings as an ex-officio member.
- Run reports from Link2Feed.
- Maintain cloud filing system for on One Drive for MCFC and employees use.
- Administrator for Microsoft 365 for employees. Adding or deleting users as needed.
- Training on Microsoft 365 and Link to Feed
- Aid Assistant Manager in difficult circumstances with clients.
- Accept incoming donations of food and money, gather donor information where tax receipts for cash or gifts in kind are required.
- Provide statistics on client visits, and food that has been made in the month.
- Liaise with the Bookkeeper as required
- Maintain contact information for Board members, staff and distribute where appropriate.
- Ensure statutory closing of the MCFC are posted on the door and in Facebook for visitors.

- Direct the work of the freelance social media and communications manager.
- Create and maintain policy and procedures for volunteers, employees and Board members.
- Create and maintain volunteer onboarding materials.
- Wherever possible, attend charity fund raising events relating to MCFC and provide interviews as the public face of the Minden Community Food Centre

HOURS OF WORK:

The Manager position works 35 hours per week. The Manager shall be compensated at an annual salary of \$48,300 for 2026.

SKILLS:

- Excellent customer service skills along with strong decision-making skills.
- Maintain high level of confidentiality within MCFC relating to employees, volunteers and visitors' information.
- Good communication skills, both written and verbal.
- Comfortable with dealing with all news media.
- Empathetic and compassionate with visitors to MCFC.
- Work closely and in collaboration with Board members, staff and volunteers.
- Ability to cross train with Assistant Manager.
- Awareness of the challenges faced by those experiencing food insecurity.

- Ability to navigate difficult situations and provide guidance as needed relating to visitors, staff, volunteers.
- Ability to multitask and work under pressure at certain times.
- Good knowledge of computers, working with applications, social media and file management, Microsoft skills including, excel, PowerPoint, word, one drive, SharePoint.
- Able to document processes for the purpose of a knowledge library within MCFC.
- Vehicle and driver's license along with the ability to use personal vehicle for deliveries or pickup of goods.
- Build and maintain relationships with various agencies in the county and collaborate, when possible, to assist and support each other.
- Build and maintain relationships with donors.
- Ability to:
 - safely lift heavy items;
 - stand/walk on concrete floors for extended periods of time;
 - deal with requests from multiple sources (clients, volunteers, other staff, board members, donors) and adjust daily work according to priorities.