



Job Description

Operations Manager

Job Status: Non-exempt, Hourly

Direct Report: Executive Director

Compensation: Range \$23.00-28.00/hr

The regular schedule for this position is subject to change on short notice to ensure efficient and successful pantry operations. The standard working hours are:

- Monday: 11:15 AM – 7:15 PM
- Tuesday: 8:30 AM – 2:00 PM
- Wednesday: DSCRC closed.
- Thursday: 8:30 AM – 2:00 PM
- Friday: 8:45 AM – 12:45 PM
- Second and fourth Saturday of each month: 8:45 AM – 12:45 PM

Total hours 23 hours/week – 46 hours/pay period

Rest and Meal Breaks: Following Nevada labor laws, an 8-hour shift includes two paid 10-minute rest breaks and one unpaid 30-minute meal break. Rest breaks are provided for every four hours of work, and the meal break occurs when the employee is relieved of all duties.

Background

Since 2021, Desert Spring Community Resource Center (DSCRC) has provided food and support to Southern Nevadans in need. As an independent 501(c)(3) organization located on the campus of Desert Spring United Methodist Church in Summerlin, DSCRC operates a client-choice food pantry that serves over 200 individuals each week. By offering nutritious groceries and other resources, DSCRC helps families facing food and nutrition insecurity and works to strengthen the well-being of the Southern Nevada community.

The Operations Manager plays a pivotal role in ensuring the effective and efficient management of DSCRC's daily pantry operations. This position is responsible for pantry management, including reporting and compliance, logistics of food inventory, storage, and distribution. Working with the Executive Director, the Operations Manager will help to recruit, acknowledge, and retain volunteers and foster a culture that is rewarding to volunteers.

Required: At least 4 years' experience in progressively responsible positions managing staff, operations, volunteers, or equivalent; ability to prioritize; excellent organizational skills; proficiency in Microsoft Office Suite, database management, and online collaboration tools; strong communication and interpersonal skills; ability to adapt to



changing priorities and collaborate effectively with individuals from a variety of backgrounds and experiences.

Operations Manager Position Summary

This position supervises the daily operations of the pantry, including receiving and organizing food donations, coordinating volunteers, managing inventory, helping customers, and ensuring food safety and facility cleanliness. The position is responsible for pantry administrative reports, recordkeeping and data management related to Three Square compliance, food receiving, distribution and waste management. Pantry management often requires physical labor, such as lifting and moving boxes of food items.

Collaborating with the Executive Director, this position shares primary responsibility for recruiting, rewarding, recognizing, and retaining volunteers for the operations of the Resource Center. The position manages training, scheduling, and supervising volunteers, ensuring all tasks are completed while fostering a positive volunteer experience. The position reports volunteer statistics each month to the Executive Director. This position supports volunteer records, including length of volunteer tenure, reward status, and personal information. This position collaborates closely with the Executive Director to coordinate volunteer projects, volunteer recognition, communicate with volunteers, and help with community outreach and engagement.

Key Responsibilities Food Pantry

- **Operations Supervision:** Oversees the daily operations of the food pantry, ensuring efficient and organized food distribution, facility maintenance, and customer and volunteer interactions that result in a friendly customer and volunteer experience.
- **Food Management:** Coordinates food donations, inventory management, ensuring that food is stored, rotated, and distributed in compliance with food safety and inventory control best practices.
- **Community Outreach and Engagement:** Works closely with the Executive Director to develop and maintain food-raising strategies that ensure consistent food and nutrition access for customers. Along with the Executive Director, collaborate with local food sources, donors, and partner agencies to source food, promote the pantry's services, and address community food and nutrition insecurity.
- **Customer Service:** Helps customers and volunteers during distributions, oversees new customer intake, and provides a welcoming and respectful environment. Maintains a compassionate approach to serving customers and providing supportive services, and fosters the same in others.



- Recordkeeping and Reporting: Tracks inventory levels, data collection and usage, customer statistics and prepares reports for internal use and to meet grant requirements and Three Square contract compliance.

Key Responsibilities: Volunteer Management

- Recruitment and Training: Recruits, trains, schedules, and supports volunteers for DSCRC. Along with the Executive Director, actively recruits volunteers from various community groups, schools, businesses, and faith communities. Develop and administer training programs to familiarize volunteers with their roles and responsibilities. Leads volunteer orientation and all updated in-service training.
- Scheduling and Supervision: Keeps volunteer schedules, ensuring adequate coverage for operations. Provides direct supervision and support to pantry volunteers during their shifts.
- Volunteer Projects: Works with the Executive Director and others to set up volunteer projects, design work areas, and ensure timelines are met.
- Communication: Serves as a central contact for volunteers, communicating updates, procedures, and issues.
- Recordkeeping: Maintains exact records of volunteer hours, activities, tenure, and profiles in a volunteer system. Provides regular reports to the Executive Director.
- Recognition: Works with the Executive Director to develop and keep an annual volunteer recognition and awards calendar.

Essential Skills and Qualifications

- Strong Communication Skills: Ability to communicate effectively with diverse groups, including customers. Volunteers, donors, community members, and partners. Excellent written and verbal skills.
- Organizational Skills: Strong ability to organize and manage inventory, schedules, tasks, and workflow. Ability to set up priorities and manage deadlines.
- Physical Capability and Stamina: The role often requires standing, walking, and sometimes lifting boxes weighing 40-50 pounds and pushing carts and dollies, loaded with boxes.
- Excellent computer skills and ability to learn DSCRC-specific software.
- Driving Capability: Must have a clean driving record and a current Nevada driver's license.
- Customer Service and Mission: Must have a passion for DSCRC's mission and must be aware of setting up and supporting a workplace culture of dignity, collegiality, and caring.

Interested applicants should email director@dscrc.org with their resume, a cover letter detailing their interest in the position, and a list of 3 references. No phone calls please.