

Position Title:	<b>Food Bank Supervisor</b>	Department:	<b>Hunger Prevention Services</b>
Reports to:	<b>Operations Director</b>	Classification	Exempt <input type="checkbox"/> Non Exempt <input checked="" type="checkbox"/>
Hours:	PT (approx. 20 hrs/wk; incl. some Saturdays)	Supervises:	Yes <b>X</b> (volunteers)

The primary focus of this position is to supervise food distribution and volunteer workforce at VOAWW food bank locations.

**Principle Activities:**

- Supervise food distribution at VOA food bank locations
- Drive agency vehicles to/from food bank sites and assist in the unloading and setting up of product to be distributed to clients
- Supervise volunteer activity and set an example for volunteers in providing customer service that result in a positive food bank experiences for clients
- Train new volunteers of food safety, food bank operations, and client intake software
- Delegate and assign roles for incoming volunteers
- Provide leadership for volunteer workforce; maintain open communication to keep volunteers informed and motivated
- Keep clients/volunteers informed of schedule, policy and procedural changes
- Monitor client conduct and intervenes where necessary to ensure a safe and respectful environment for all clients, volunteers and staff
- Propose appropriate improvements to the client and volunteer experience
- Ensure the safe conduct of volunteers, including the appropriate handling of perishable foods
- Troubleshoot client intake software problems
- Operate equipment to include pallet jacks and carts
- Other duties as assigned

**Required Qualifications and Skills:**

- High School Diploma, BA in related field preferred
- 1 – 2 years previous food bank/warehouse or transferrable experience preferred
- Experience working with and/or supervising volunteers a plus
- Good communication and organizational skills
- Clean driving record, ability to drive large box trucks with training
- Ability to lift 30 – 50 pounds regularly
- Able to pass background check
- Must possess the ability to be flexible and adaptable to a changing environment and working with a diverse population

If you wish to apply for this position, please email your cover letter and resume to:  
[recruiter@voaww.org](mailto:recruiter@voaww.org).

*Volunteers of America provides equal employment opportunities to all employees and applicants for employment without regard to race, sex, age, sexual orientation, marital status, color, creed, religion, national origin, disability, disability or status as veteran or special disabled veteran, use of trained guide dog or service animal by a person with a disability. We are in accordance with applicable federal laws and in compliance with the Americans with Disability Act, to include HIV Aids and other communicable diseases covered under the Act. Additionally, the agency complies with applicable state and local laws governing non-discrimination in employment.*