

Evening Manager Position Description

Position Summary

The Evening Manager is responsible for all pantry operations when neither the Executive Director nor Operations Manager is present. The Evening Manager reports to the Executive Director.

Principal Duties and Responsibilities

The Evening Manager supervises the Client Coordinator and volunteers and is responsible for all internal pantry operations in the absence of the Executive Director or the Operations Manager.

Front Desk (assist with front desk when necessary)

1. Greet clients and ask for identification.
2. Gathers and record information to register first-time clients.
3. Register client visit into the computer and distribute appropriate cards and information.
4. Obtains information for clients as needed.
5. Tallies statistics as the end of the shift and enters volunteer hours.
6. Answers the phone and takes messages.

Pantry Operations

1. Orients and trains new volunteers.
2. Supervises and assigns tasks to volunteers.
3. Supervises Client Coordinator.
4. Answers phone and responds to client and/or volunteer questions.
5. Oversees deliveries and donations.
6. Ensures food areas are adequately stocked.
7. Follows safe food handling procedures.
8. Assures opening and closing procedures are followed.
9. Available to negotiate minor conflicts at the front desk or in the food pantry.

Other

1. Reports all non-routine incidents, accidents and issues to the Executive Director or to the Operations Manager in the Executive Director's absence.
2. Places financial donations in the file cabinet.
3. Hours may occasionally increase at times of high food donations or high client volume. May be asked to alternate work days or shifts.
4. Other duties as needed or assigned.

Working Conditions

1. Work is performed largely in an office environment with minimal chance for personal injury.
2. Regular contact with clients, volunteers and staff.
3. Physical requirements include: regular mental/visual concentration for computer usage; frequent use of keyboard up to three or more hours per day; frequent use of the telephone; near and mid-range vision; use of pallet jack; alternated walking, sitting, and standing; stooping and lifting up to 50 pounds.
4. Hours of work are generally during the hours of 3:30-8:00 pm, with some variation in work hours due to special events, projects, deadlines, or other concerns.

Qualifications

English language fluency; familiarity with basic computer skills, including basic data entry; basic math plus fractions, decimals and percentages. Position requires keyboard use and could require extended time at a computer.