Open Heart Food Bank Warehouse Manager

Reports to: Operations Director
Status: Full-Time, Exempt
Pay Rate: Starting annual salary range of $70,000 - $77,800
Schedule: 40 hours/week – Monday-Friday
Location: 7650 Marathon Dr., Suite H, Livermore, CA 94550
Benefits: Paid Time Off, Sick Time, Health Benefits, Partial Match 401(k) plan

Position Summary

The Food Bank Manager is responsible for the day-to-day operations, warehouse management, food inventory, staff supervision, compliance, and overall effectiveness of Open Heart Food Bank (OHFB), a food redistribution organization operating in partnership with Alameda County Community Food Bank (ACCFB).

The Food Bank Manager oversees the acquisition, recovery, transportation, receiving, storage, inventory management, order fulfillment, and distribution of food to OHFB's 11 partner agencies. This position is responsible for maintaining high standards of food safety, workplace safety, security, sanitation, equipment maintenance, and regulatory compliance while ensuring the efficient use of staff, volunteers, vehicles, and other organizational resources.

The Food Bank Manager directly supervises Food Bank Assistants, serves as the primary liaison with ACCFB, maintains relationships with partner agencies and food recovery partners, and oversees the organization's vehicle fleet, including maintenance and required inspections. The manager works directly with the Operations Director, who provides organizational oversight, strategic direction, and support for major operational decisions.

Essential Duties and Responsibilities

1. Food Bank Operations and Warehouse Management

- Oversee all daily warehouse and food bank operations, ensuring safe, efficient, and organized workflows.
- Manage food receiving, inspection, sorting, storage, inventory rotation, order picking, loading, transportation, and distribution.

- Establish and maintain warehouse layouts and product handling procedures that support efficient product flow, safe equipment use, and appropriate food storage.
- Ensure proper food handling, packaging, quality control, and inventory rotation using first-in, first-out (FIFO) practices when appropriate.
- Maintain high standards of warehouse cleanliness, sanitation, security, pest prevention, and organization.
- Oversee the safe operation and maintenance of warehouse equipment, including refrigeration and freezer systems, forklifts, pallet jacks, and other material handling equipment.
- Monitor food quality and expiration dates, minimize waste, and ensure recovered and donated food is distributed in a timely manner.
- Develop and maintain procedures that promote productivity while meeting food safety and workplace safety requirements.
- Identify operational challenges, resolve routine issues, and recommend improvements to warehouse processes and distribution efficiency.
- Monitor seasonal and ongoing food inventory needs and provide recommendations regarding food purchasing and operational priorities.
- Coordinate equipment purchases, maintenance schedules, repairs, and replacement recommendations with the Operations Director as appropriate.
- Participate in ongoing professional development and identify opportunities to improve warehouse management practices.

2. Staff and Volunteer Supervision

- Directly supervise Food Bank Assistants, including scheduling, training, coaching, performance management, and accountability.
- Establish clear expectations for work assignments, productivity, attendance, safety, communication, and professional conduct.
- Coordinate daily staffing and assignments for food recovery, receiving, inventory management, order fulfillment, warehouse maintenance, and deliveries.
- Train staff and volunteers on food safety, warehouse procedures, equipment operation, workplace safety, and applicable organizational policies.
- Coordinate and oversee volunteers, student volunteers, interns, and volunteer groups assisting with warehouse and food bank activities, as assigned.
- Ensure volunteers receive appropriate instruction, supervision, and safety orientation before participating in warehouse activities.
- Promote teamwork, respectful communication, and a collaborative work environment.
- Address performance and operational concerns promptly and communicate significant staffing issues to the Operations Director.
- Assist with recruitment, onboarding, scheduling, and performance evaluations for Food Bank Assistants as assigned.
- Ensure staff and volunteers follow established procedures and use appropriate personal protective equipment.

3. Partner Agency Relations and ACCFB Coordination

- Serve as the primary liaison between Open Heart Food Bank and Alameda County Community Food Bank.
- Maintain positive, professional working relationships with ACCFB representatives and OHFB's 11 partner agencies.
- Coordinate partner agency orders, pickups, deliveries, distribution schedules, and related logistics.
- Communicate food availability, program updates, ordering procedures, operational changes, and applicable requirements to partner agencies.
- Ensure partner agencies understand and follow applicable food safety expectations, OHFB procedures, and ACCFB requirements.
- Respond to partner agency questions and concerns, resolve routine issues, and escalate significant concerns to the Operations Director as appropriate.
- Maintain accurate records of partner agency communications, orders, and distributions.
- Coordinate food recovery activities with Program Coordinator and maintain relationships with participating retailers, donors, and community organizations.
- Participate in ACCFB meetings, training, and other required activities as assigned.

4. Primarius Software, Inventory, and Reporting

- Oversee the use of Primarius software for inventory management, food receiving, order processing, distribution, and required reporting.
- Ensure donations, recovered food, incoming inventory, outgoing orders, inventory adjustments, and distributions are accurately documented.
- Develop and maintain consistent procedures for receiving, tracking, storing, rotating, and distributing food.
- Monitor inventory levels to support daily program needs and identify shortages, discrepancies, and potential waste.
- Oversee periodic physical inventory counts and reconcile discrepancies between physical inventory and system records.
- Review inventory and distribution reports to identify trends, operational concerns, and opportunities for improvement.
- Ensure staff receive appropriate training in Primarius and follow established data entry and recordkeeping procedures.
- Maintain accurate records supporting food traceability, inventory accountability, compliance, and program reporting.
- Complete required operational and inventory reports within established deadlines.
- Ensure documentation is organized and available for inspections, audits, and compliance reviews.

5. Compliance, Workplace Safety, and Food Safety

- Ensure OHFB operations comply with applicable federal, state, and local requirements, including relevant USDA requirements, Cal/OSHA standards, Alameda County Public Health Department requirements, Alameda County Department of Environmental Health regulations, and ACCFB program requirements.
- Maintain and implement applicable workplace safety programs, including the Injury and Illness Prevention Program (IIPP).
- Ensure staff and volunteers receive required safety training and understand safe work practices, equipment procedures, and emergency protocols.
- Maintain applicable Hazard Communication procedures and Safety Data Sheets (SDS) for hazardous materials used in warehouse operations.
- Enforce appropriate use of personal protective equipment, including safety footwear and high visibility vests when required.
- Ensure safe practices around forklifts, pallet jacks, vehicles, loading docks, and other material handling equipment.
- Oversee warehouse sanitation, temperature monitoring, refrigeration and freezer conditions, pest prevention, and appropriate handling of damaged or unsuitable food.
- Ensure required temperature logs, inspection records, safety documentation, and other compliance records are maintained accurately.
- Identify and address hazards, unsafe conditions, food safety concerns, and compliance deficiencies promptly.
- Document incidents and corrective actions and communicate significant safety or compliance issues to the Operations Director.
- Maintain readiness for inspections, audits, and compliance reviews.
- Develop, review, and enforce standard operating procedures that support a safe, compliant, and productive work environment.

6. Fleet and Transportation Management

- Manage the organization's fleet of vehicles used for food recovery, food transportation, deliveries, and other authorized operational activities.
- Coordinate vehicle assignments, transportation schedules, delivery routes, and logistics to support warehouse operations and partner agency needs.
- Oversee overall fleet maintenance, including preventative maintenance, scheduled servicing, vehicle repairs, and follow-up on mechanical issues.
- Coordinate vehicle repairs, maintenance appointments, and service providers to ensure vehicles remain safe, reliable, and available for operational use.
- Ensure required California Air Resources Board (CARB) inspections, applicable emissions compliance requirements, and other required vehicle inspections are completed and documented within established deadlines.
- Monitor vehicle registration, insurance documentation, maintenance records, mileage, fuel usage, and repair history.

- Ensure vehicles are operated safely and in accordance with organizational policies and applicable transportation requirements.
- Coordinate the reporting and follow-up of vehicle accidents, damage, maintenance concerns, and safety issues.
- Monitor fleet utilization and identify opportunities to improve routing, vehicle availability, fuel efficiency, and transportation costs.
- Ensure food transportation practices protect food quality and safety during pickup and delivery.
- Communicate significant vehicle repair needs, fleet concerns, and major maintenance expenses to the Operations Director for review and approval when required.

7. Donations, Food Recovery, and Community Logistics

- Work closely with the Program Coordinator to coordinate food recovery pickups, donation receiving, and related transportation schedules.
- Maintain professional relationships with participating retailers, food donors, and community partners.
- Communicate operational changes to participating partners.
- Coordinate food donation logistics, including pickups, deliveries, and distribution activities associated with community events and seasonal donation drives.
- Support volunteer groups and corporate volunteer activities related to warehouse operations, as assigned.
- Monitor donation volume, food availability, and distribution needs to support efficient resource allocation.
- Identify opportunities to expand food recovery, improve donation coordination, reduce food waste, and strengthen community partnerships.
- Ensure donations and recovered food are properly inspected, documented, stored, and distributed.

8. Budget, Equipment, and Resource Management

- Monitor operational needs and use staff time, vehicles, equipment, supplies, and other resources responsibly.
- Identify staffing, equipment, maintenance, purchasing, and supply needs and communicate them to the Operations Director.
- Assist with planning and monitoring the food bank operating budget, as assigned.
- Monitor operational expenses and identify opportunities to improve efficiency while maintaining food safety and service quality.
- Coordinate equipment purchases, service contracts, repairs, and replacement recommendations in accordance with organizational procedures.
- Maintain equipment inventories and preventative maintenance schedules.
- Obtain appropriate approval for expenditures, purchases, repairs, and other commitments in accordance with organizational policies.

- Recommend operational improvements, equipment investments, and resource needs that support the continued effectiveness of OHFB.

9. Collaboration and Organizational Support

- Work directly with the Operations Director to establish priorities, implement operational plans, address challenges, and achieve program objectives.
- Independently manage routine daily operational decisions within established policies, procedures, and delegated authority.
- Provide regular updates regarding warehouse operations, staff performance, inventory, partner agency needs, compliance, fleet management, and emerging concerns.
- Consult with the Operations Director on significant compliance issues, budget matters, staffing decisions, major expenditures, and other matters requiring leadership approval.
- Recognize when an issue requires escalation to the Operations Director or other organizational leadership.
- Participate in operational planning, staff meetings, organizational initiatives, and continuous improvement efforts.
- Collaborate with other Open Heart Kitchen programs and departments to coordinate resources and support organizational goals.
- Maintain professional, respectful, and solution-oriented communication with staff, volunteers, donors, partner agencies, vendors, and community representatives.
- Protect confidential organizational, personnel, donor, and partner agency information.
- Perform other related duties as assigned to support Open Heart Kitchen's mission and operational needs.

Qualifications

Required Qualifications

- At least three years of experience in warehouse operations, inventory management, food distribution, logistics, supply chain operations, or a related field.
- At least two years of supervisory or team leadership experience, preferably including direct employee supervision.
- Strong organizational, planning, problem-solving, communication, and time management skills.
- Ability to manage competing priorities while maintaining accuracy, productivity, and attention to detail.
- Proficiency with computer systems and the ability to learn and oversee inventory management software, including Primarius.
- Ability to maintain accurate records, review operational data, and complete required reports.
- Ability to exercise sound judgment, resolve operational challenges, and communicate effectively with internal and external stakeholders.

- Commitment to food safety, workplace safety, responsible resource management, teamwork, and the mission of Open Heart Kitchen.
- Valid California driver's license with an insurable driving record, subject to organizational requirements.
- Ability to safely operate or obtain authorization to operate applicable warehouse equipment, including forklifts and pallet jacks.
- Current forklift certification.
- Current food manager certification or willingness to obtain required certification.

Preferred Qualifications

- Experience working with a food bank, food recovery program, food redistribution organization, or nonprofit organization.
- Experience using Primarius or another food bank inventory and distribution management system.
- Familiarity with Feeding America network practices, food bank operations, and food distribution compliance requirements.
- Experience supervising volunteers, student volunteers, interns, or corporate volunteer groups.
- Experience managing vehicle fleets, vehicle maintenance, CARB inspections, or transportation logistics.
- Experience with food safety programs, workplace safety compliance, inspections, and corrective actions.
- Coursework or training in business administration, warehouse management, supply chain management, or logistics.
- Bilingual skills in Spanish or other languages spoken by the communities served.

Personal Attributes and Professional Expectations

- Demonstrates a collaborative, service-oriented leadership style and the ability to work independently.
- Treats staff, volunteers, donors, and community partners with dignity and respect.
- Works effectively with individuals from diverse backgrounds and experiences.
- Demonstrates professionalism, accountability, sound judgment, and a strong work ethic.
- Communicates clearly and addresses difficult situations constructively.
- Maintains a focus on continuous improvement, operational efficiency, and workplace safety.
- Balances operational priorities, staff supervision, volunteer engagement, and partner agency needs.
- Demonstrates commitment to Open Heart Kitchen's mission and responsible stewardship of donated food and organizational resources.

Physical and Work Environment Requirements

This position works primarily in a warehouse environment with refrigerated and freezer storage areas, loading docks, moving equipment, and seasonal temperature variations. The position requires regular movement throughout the warehouse and participation in operational activities.

Essential physical requirements may include the ability, with or without reasonable accommodation, to:

- Stand, sit, and walk for extended periods during a scheduled shift.
- Bend, reach, kneel, squat, stoop, and reach above shoulder height.
- Lift, carry, push, or pull food products, supplies, and equipment consistent with the physical demands of the position, including items weighing up to or exceeding 50 pounds when required.
- Work in refrigerated and freezer areas and in warehouse temperatures that may fall below freezing or exceed 90 degrees Fahrenheit.
- Safely operate or work around forklifts, pallet jacks, delivery vehicles, and other warehouse equipment.
- Respond appropriately to moving vehicles, equipment, alarms, and other typical warehouse conditions.
- Travel locally for deliveries, fleet needs, and partner agency coordination.
- Occasionally work early mornings, evenings, weekends, or adjusted schedules as operational needs require.

Application Submission: To be considered, please submit a cover letter and resume.

Equal Employment Opportunity: Open Heart Kitchen is an equal opportunity employer. All qualified applicants will receive consideration without regard to race, color, ancestry, national origin, religion or creed, age (40 or older), physical or mental disability, medical condition, genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding, and related conditions), sexual orientation, gender identity or expression, reproductive health decision-making, military or veteran status, or any other characteristic protected by applicable law.

Reasonable Accommodation: If you need a reasonable accommodation to apply or participate in any part of the hiring process, please call 925-580-1616. Leave your name, preferred contact method, and the position you're applying for so we can follow up. Please don't include medical information in your message.