



## **Operations Manager: Inventory & Order Fulfillment Position Description**

**Location:** Irvine, CA  
**Reports To:** Director of Operations  
**Status:** Salary/Exempt; \$70,446 - \$74,590 (DOE)  
**Schedule:** 40 hours; Monday – Friday (some weekends/evenings for special events)  
**Benefits:** We offer excellent Benefit Plans including incremental PTO Plan; 15+ Paid Holidays plus a Birthday Floating Holiday. 403b retirement plan with a match. Medical & Dental insurance plans with majority paid by employer. Life Insurance plan and Employee Assistance Program paid by employer.

Would you like to go to work knowing that every day you'll be making a real difference in the lives of at-risk people in your community? At Second Harvest Food Bank of Orange County that's exactly what you'll be doing. Every moment of your workday will directly impact our mission to provide food for those who need it, when they need it. **Come join our upbeat, collaborative team who are improving lives every day by taking hunger off the table.**

### **About Second Harvest Food Bank of Orange County**

Second Harvest Food Bank's (SHFB) Vision: An Orange County with food and nutritional security for all. Our Mission: In collaboration with our partners, we provide dignified, equitable and consistent access to nutritious food, creating a foundation for community health. Since 1983 we have been a source of food security to all members of our community when they need our help.

### **POSITION DESCRIPTION:**

The Inventory and Order Fulfillment Manager plays a key leadership role within the Operations Department. The Manager provides training, direction, and support to ensure the safe and efficient flow of food throughout the Distribution Center to the community. This position requires strong leadership skills and the ability to motivate and inspire teamwork. Qualified individuals will be comfortable in a fast paced, changing, and flexible environment.

### **ESSENTIAL JOB FUNCTIONS:**

- Manage and direct a team of Forklift Operators, Inventory Control Specialists, and Clerks, including but not limited to payroll and timecard verification, overtime approval and management, and addressing minor personnel issues. Understands when to escalate issues to Director of Operations.
- Cultivate and lead a high performing, engaged team through strong communication, ongoing development, and daily support.
- Collaborate with Receiving Manager to ensure adequate space is available for product received.
- Effectively communicate cross functionally with other Operating departments on product supply and capacity to facilitate the safe distribution of food.
- Manage the flow and replenishment of product in an efficient, organized, and safe manner.
- Manage the delegation of orders to Forklift Operators daily; ensure all orders are pulled and invoiced accurately and on time. Provide on-going quality control checks.
- Facilitate First-In First-Out (FIFO) and First-Expiring First-Out (FEFO) distribution in all distribution channels.



- Ensure the team is up to date on Food Safety guidelines and the team surfaces any potential issues, including making recommendations to process product as needed.
- Lead and manage Operations Inventory Control Specialists to conduct inventory and cycle counts as determined. Direct inventory reconciliation and provide leadership and oversight on Inventory Control.
- Provide and lead inventory control software (Ceres) training and support to Operations Clerks as needed.
- Investigate inventory, process, and flow issues; trouble shoot with team and develop root cause solutions.
- Manage daily check of Master Cleaning Schedule (MCS) duties; train and support team to uphold the highest standards in food safety, cleanliness, and organization.
- Review all recall notices and perform recall duties when appropriate.
- Manage and direct all Audit prep and execution.
- Streamline operations and enhance efficiency through the continuous review and update of standard operating procedures (SOPs).
- Collaborate cross-departmentally on projects, processes, and procedures that support the organization's missions and strategies.
- Create and share actionable data to support departmental and organizational strategic plans.
- Analyze to implement changes for increased operational efficiency.
- Carry out strategic, compliance, innovation, business models provided by Operations Leadership.
- Support Director of Operations and Chief Operating Officer with administrative support as needed.
- Other duties as assigned.

#### **PROFESSIONAL QUALITIES:**

- Commitment to living out the Food Bank's core values of **Integrity & Accountability, People First, Compassion, Purpose Driven, and Stewardship**
- Self-starter with good self-management skills; decisive, detail-oriented, and comfortable taking ownership of a diverse set of requirements.
- Strong leadership skills, providing excellent communication and direction to team members.
- Outstanding interpersonal communications skills dealing with a diverse set of internal and external stakeholders.
- Strong organizational skills; proficient with handling multiple tasks and deadlines.
- Ability to manage multiple projects, handle interruptions, maintain focus on tasks and produce accurate work.
- Strong analytic skills with the ability to problem solve.
- Ability to research, analyze and prepare reports with accuracy.
- Ability to learn new systems and applications.
- Maintains a positive and solutions-based attitude, even while under pressure and/or managing competing priorities and deadlines.
- Displays a clear understanding of professional behavior and etiquette.
- Meets or exceeds goals, or diligently works to course correct when needed.



**PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS:**

Accommodations may be made to enable otherwise qualified individuals with disabilities to perform essential job functions.

- Regularly required to stand, walk, reach, use hands
- Occasionally required to use pallet jacks, forklifts, and related equipment
- Occasionally required to stoop, kneel and crouch
- Ability to lift 25 pounds
- Extended periods of sitting at desk on phone and computers
- Warehouse environment with moderate noise at food bank location

**REQUIREMENTS:**

- Bachelor's Degree or equivalent job experience
- Proficiency with Microsoft Windows and office applications (Word, Excel, Outlook) and standard office equipment
- Minimum 2 years of experience supervising and directing the work of others
- Minimum 3 years working in Operations or working with a Distribution Center
- Experience working with a WMS

*Second Harvest Food Bank of Orange County, Inc. is an Equal Opportunity Employer*