

## Second Harvest Food Bank of Central Florida Job Description

**Title:** Branch Manager

**Unit:** Operations

**Reports to:** Chief Operating Officer

**Labor Grade:** E-3

**Date of Last Revision:** 11/19/14

**Job Group Category:** Exempt

**Direct Reports:** Warehouse Lead

Warehouse Person, Driver

### **Position Summary:**

Oversees and directs the operational and facility-related functions of the Branch including: budgeting, financial management, staffing, volunteer recruitment, inventory control, facility maintenance and overall supervision. Obtains optimum performance of the team and maximum utilization of all resources. Also responsible for the oversight of the Warehouse Lead Person, warehouse staff and drivers.

### **Principal Duties & Responsibilities:**

#### **1. Warehouse Management**

- a. Supervise the Warehouse Personnel in servicing the agencies in an efficient and customer-focused manner.
- b. Oversee the maintenance program that will ensure all vehicles, equipment and facilities are adequately maintained.
- c. Oversee the implementation of a safety program for staff and volunteers.
- d. Oversee Agency Relations and ensure excellent customer service is provided to partner agencies coordinating with the Agency Relations Manager.
- e. Oversee and manage the Volunteer Services area.
- f. Oversee Product Sourcing in coordination with the Director of Food Sourcing and Strategy to ensure that additional sources of product continue to flow through the Food Bank and that goals are met or exceeded.
- g. Manage, motivate and develop staff. Conduct performance appraisals, coach staff in the development and execution of plans.
- h. Monitor and control inventory, including TEFAP, and ensure that all documentation is accurate.

#### **2. Planning and Evaluation**

- a. Coordinates annual branch and individual staff goal planning and periodic evaluation processes. Advises staff and Chief Operating Officer on goal achievement.
- b. Promote total quality management concepts within all operational and facility-related areas.

#### **3. Administration**

- a. Ensures compliance with organization policies and procedures.
- b. Ensures compliance with Federal, State, County, OSHA laws and A2H standards.
- c. Establish and maintain department budgets.
- d. Advise Chief Operating Officer (for authorization) on non-budgeted activity.
- e. Provide justification for capital expenditures.
- f. Coordinate efforts and work effectively with all departments.
- g. Inform the organization of issues involving the Branch.

#### **4. Personnel and other Support Services**

- a. Works closely with Human Resources to ensure compliance with regulations governing employment.
- b. Performs discipline and termination procedures with performance-problem staff.

#### **5. External Community Relations**

- a. Represents the Food Bank in various community meetings.
- b. Works with the Advisory Board to improve operations and community support.

#### **6. Leadership**

- a. Demonstrates a clear understanding of internal and external customers by listening and responding to their needs in a timely manner. Is an outstanding customer service role model.
- b. Ensure that the responsibilities and accountability are defined and understood.
- c. Establish goals or objectives for each department member, monitor progress and provide necessary coaching and guidance to enable them to meet these goals.
- d. Create a positive work environment where two-way open communication and a strong sense of trust are established.
- e. Clearly communicate the goals and objectives of the Food Bank so everyone is clear on the big picture.
- f. Recognize employees who meet or exceed performance expectations by positive reinforcement.
- g. Ensure each team member is fully trained on the skills necessary for them to succeed.

**Job Specifications:**

1. Four year college degree or equivalent-related experience.
2. Minimum of 5 years managerial responsibility in operations/warehousing/logistics.
3. Minimum of 3 years supervisory responsibility.
4. Valid driver's license.
5. Proficient planner and highly organized.
6. Excellent written and oral communication skills.
7. Proficient in Word and Excel.
8. Excellent leadership qualities.
9. Ability to travel locally to perform position responsibilities.
10. Commitment to understanding and supporting the Food Bank mission.
11. Ability to work nights and weekends as needed.

**Competencies:**

- **Analytical Ability**  
Readily synthesizes complex or diverse information  
Separates "assumptions" from "hard evidence" in gathering data  
Categorizes information into groups having similar qualities or attributes
- **Coaching Ability**  
Encourages people to set improvement targets, and helps individuals reach them  
Finds ways to guide people in a language and way that they will understand  
Makes themselves freely available for counseling or coaching support when needed
- **Communication**  
Takes time to walk around and listen to employees  
Uses multiple channels to get messages across to people  
Is effective at determining the underlying meaning in a communication
- **Creativity/Innovation**  
Brings creative approaches to decision-making  
Can think laterally  
Extrapolates from experience when facing new challenges
- **Customer Focus**  
Continually improves processes in order to meet and exceed customer expectations  
Actively identifies internal and external customer needs  
Tries to improve processes by carefully listening to customers
- **Leadership Ability**  
Likes to encourage people to come up with their own conclusions  
Helps and encourages people to take on tasks and goals that will challenge them  
Gives people plenty of room to stretch themselves and learn different skills
- **Planning and Organizing**  
Sets aside time for thinking, planning, and action

Designs flexible time into their day to re-schedule or re-prioritize  
Paces themselves so they can meet goals or deadlines

- **Results Focus**

Is quick to identify and put a stop to wasted effort or effort that does not produce valuable results  
Encourages people to think about whether all of their efforts are adding value  
Demonstrates consistent enthusiasm for achieving results

**Work Environment:**

Office, warehouse and travel environments.

**Disclaimer:**

The statements included in this Job Description are intended to describe the general nature and level of the work being performed by the person assigned this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.