Society of St. Vincent de Paul
Diocesan Council, Diocese of Cleveland
www.svdpcle.org

Job Description

JOB TITLE: Operations Manager
REPORTS TO: Executive Director
WORK HOURS: Full-time
FLSA: Non-Exempt

SUMMARY
Under the supervision of the Executive Director, assures that food pantry operation(s) and related services are operated in accordance with the mission of the Society of St. Vincent de Paul and compliant with all funder related and otherwise mandated reporting procedures. This includes the day-to-day administration of policy, procedures, and programs; managing and organizing all pantry related activities; acts as liaison between volunteers and central office; responsible for all ordering and organizing records of the operation; acts as agency liaison between pantry program and Cleveland Foodbank, Catholic Charities, CMHA and other related entities.

DUTIES AND RESPONSIBILITIES
- Under direction, ensure that the activities of this position and relevant programs are consistent with the mission, vision and values of the Society of St. Vincent de Paul.
- Interview and assist individuals seeking assistance and make referrals as appropriate.
- Monitor all aspects of pantry program including registration and distribution process. Will also pick up donations and orders.
- Order pantry and cleaning supplies and maintain inventory.
- Purchase food and dietary supplies as needed. Ensure that all food is stored properly and rotated routinely. Supervise food storage areas and restrooms as to cleanliness and sanitation.
- Monitor center compliance with federal, state and city/local regulations to ensure compliance with applicable rules & regulations.
- Maintain accurate records and documentation to include various reports such as volunteer and service reports to reporting entities.
- Provide orientation to volunteers and develop/maintain a volunteer calendar.
- Develop and maintain relationships with volunteer groups (corporations, schools, churches, etc.) and coordinate volunteer opportunities including Court Community Service (CCS); Work Enforcement Participants (WEP); and other assigned volunteers.
- Data enter service/volunteer demographics into pantry and/or volunteer databases.
- Administers program expenditures in accordance with established budget. Submit food and dietary receipts/invoices as appropriate.
- Provide client guidance and support whenever necessary. Develop additional resources to help better serve clients.
- Exemplify positive role modeling by professionalism, language, work ethic and positive communication.
- Assists the executive director in representing the Society before ecclesiastical and community bodies as well as the Society’s National, Regional, and Diocesan Councils when necessary. This may include occasional travel.
- Works in consultation with SVDP advisory board
- Perform other duties as assigned or directed.

QUALIFICATIONS
- Combination of education and experience normally represented by a High School diploma or equivalent
plus college coursework and/or technical experience and 2-3 years of related experience required.

- Knowledge of recognized methods and skills in provision of good nutrition desired.
- Must be at least 21 years of age at the time of hire.
- Must have a valid Ohio Driver’s License and are subject to a Moving Vehicle Report (MVR) check through the Department of Motor Vehicles annually. Any MVR grade of “unacceptable” is not permitted to operate a company vehicle on behalf of St. Vincent de Paul.
- Must have the ability to lift and carry up to 20 or more pounds.
- Must have good oral, written, and interpersonal communication skills.
- Must be well organized, detail oriented, and the ability to maintain confidentiality.
- Must be able to form good working relationships with a variety of other personnel with very diverse economic and cultural backgrounds.
- Knowledge of relevant community resources.
- Good working knowledge of personal computers and Microsoft Office software.
- Final applicant is required to be fingerprinted to complete background check.

Interested applicants should send cover letter, resume and list of three professional references via email to info@svdpcle.org by December 16, 2016. No phone calls, please.