



Position: Operations Manager

Compensation Range: \$48-52,000

About NourishMKE

NourishMKE is a network of food centers building community through nourishment. We envision a more equitable work where people have enough resources to thrive. As the largest food center network in Milwaukee, NourishMKE is a stabilizing force in our neighborhoods. Through our programs we strive to leverage food to build relationships and address the holistic needs of community members. Since 1978, we have used a community-centered approach to address food access, food education, food sustainability, food advocacy and community connection.

The ideal candidate is adept at building and maintaining trust-based relationships, engaging stakeholders and applying an equity lens towards transforming lives and communities. As such, we strongly encourage applications from candidates who foster and promote the values of diversity and inclusion.

Job Purpose

The Operations Manager oversees site management across our four locations and home delivery program. The Operations Manager will work closely with the Site Managers and staff, overseeing daily operations including but not limited to data management, supervision and coordination of food pantry volunteers, restocking of food pantry items, serving our clients, and ensuring the center/s run smoothly. The Site Manager is often the first point of contact for community members and volunteers, making them responsible for building community and demonstrating organizational values through establishing culture.

In 2025 the Operations Manager will oversee our move into the new Marcia P. Coggs building under construction across the street from our Vliet location. This person will work closely with our Community Engagement Coordinator for the development of a sharable model of our food centers with community partners.

Primary Functions

- Realizes our mission of building community through nourishment
- Assists with the day to day operations of the Food Centers
- Assists with the clean, safe and efficient operation of the Food Centers
- Oversees Intake Procedures and assure that client's information is recorded into our client database in a timely basis



- Oversees distribution of additional resources and maintains good relationships with strategic partnerships, like Hunger Task Force, Feeding America, and Milwaukee Diaper Mission.
- Oversee Volunteers; including assigning tasks, volunteer orientation, and making sure volunteers are engaged while serving at NourishMKE
- Provide on the job training and experiences for our other staff and volunteers to be an integral part of our organization
- As appropriate: Involved in volunteer recruitment and scheduling
- Packs food pantry orders and stocks shelves as needed
- Updates and modifies food pantry packing guidelines as needed
- Responsible for implementing food pantry policies and procedures
- Monitors that our procedures match the forms and reports required by governmental and funding agencies
- Produce reports, including client intake and volunteer numbers
- Creation and maintenance of operational handbooks
- Oversees data entry and filing; including client intake and volunteer information
- Represent the organization at outside meetings
- Oversee site inventory and assist with supply and equipment ordering
- Assists with other food center operations as needed

Knowledge – Skills – Abilities

- Affinity with the overall mission of NourishMKE
- Excellent communication skills- listening, speaking, and writing.
- Ability to relate comfortably with individuals from diverse racial, cultural, social, educational and economic backgrounds who work at our pantries and use our services
- Excellent computer skills, proficient with MS Office applications, experience with CRM preferred.
- Excellent attention-to-detail.
- Valid driver's license.
- Willingness to learn, adapt, grow, and work as a team.

Organizational Structure

Reports to: Executive Director

Direct Reports: Home Delivery Coordinator

Collaborates with: All Staff, Volunteers

Work Type: Hourly, Full Time (100%)

Specifications

Appropriate experience may be substituted for education on an equivalent basis



Minimum Required Education:	High School Diploma or GED
Minimum Required Experience:	2 years of related experience
Preferred Education:	Bachelor's
Preferred Experience:	3-5 years of related experience
Field:	Social Work, Nonprofit Management, Operations, or related field
Certification:	None

Job Scope

Complexity – regularly applied judgment to accomplish tasks; develops policies and procedures

Impact – errors may cause moderate damage; accuracy highly important

Autonomy – performs work independently with regular check-ins; supervision available as needed

Communication – occasionally resolves conflicts; adapts communication style to audiences

Responsibility – advises others

Confidentiality – regularly prepares and uses confidential information

Leadership – acts as a role model

Physical Requirements

Work requires lifting moderate weight materials (up to 50 lbs), standing, or walking continuously.

Sensory Acuity

Ability to detect and translate speech or other communication required. May occasionally require the ability to distinguish colors and perceive relative distances between objects.

Work Environment

Open office workspace with an active team atmosphere. Occasional exposure to dust, noise, temperature changes, or contact with water or other liquids.

Performance Dimensions

Collegiality

Exhibit confidentiality, honesty, and actions that build trust and strengthen relationships. Listen to others and effectively communicate in a clear and concise manner through written and verbal communication. Demonstrate respect and commitment to the values of diversity and equity; seek out and incorporate diverse perspectives into decision-making.



Excellence and Creativity

Exhibit initiative and ingenuity by taking ownership of tasks to proactively improve services, avoid problems, or develop opportunities. Generate novel and valuable ideas to impact institutional missions.

Identify and implement new methods to increase efficiency and quality.

Education and Development

Displays an ongoing commitment to continuous learning and self-improvement in one's area of responsibility. Actively seek out mentorship and learning opportunities that can be applied to current and future work activities. Develop and maintain professional affiliations. Participate in design, development, and/or evaluation of instructional materials, methods, courses, or programs.

Agility and Judgment

Remain flexible and versatile in rapidly changing environment and adapt quickly to changing circumstances. Change behavioral style or method of approach when necessary to achieve a goal. Make timely and sound decisions based on analysis of information, experience, and logic. Show reliability and accountability in the successful completion of all work.

Stewardship and Institutional Citizenship

Support transformational change to achieve institutional vision and strategies. Be an active and thoughtful participant in institutional initiatives, meetings, and committee work. Conserve resources and use in an efficient and cost effective manner across all institutional missions. Look for ways to improve and promote quality within area of influence.



Background Check

Employment in this position may be contingent upon successfully completing a background and criminal history check and/or driving record check.

Equal Opportunity Employer

NourishMKE is an Equal Opportunity Employer. We are committed to fostering a diverse community of outstanding faculty, staff, and students, as well as ensuring equal educational opportunity, employment, and access to services, programs, and activities, without regard to an individual's race, color, national origin, religion, age, disability, sex, gender identity/expression, sexual orientation, marital status, pregnancy, predisposing genetic characteristic, or military status. Applicants or other members of the NourishMKE community (including but not limited to vendors, visitors, and guests) may not be subjected to harassment that is prohibited by law or treated adversely or retaliated against based upon a protected characteristic.

Diversity and Inclusion

NourishMKE is committed to creating an inclusive and welcoming workplace that includes individuals with diverse backgrounds and experiences. We believe that embracing human differences is critical to realizing our mission of nourishing the community, and we recognize that a healthy and thriving community starts from within. We strive to integrate our human and social differences into NourishMKE's functioning, strategies and culture to create a diverse and equitable workplace. If you believe embracing individuality and working together makes us stronger, then NourishMKE is the place for you. People of color, women, LGBTQIA+, veterans and persons with disabilities are encouraged to apply.

Confidentiality

Employees that have access to NourishMKE, affiliate, subsidiary, or student data or Protected Health Information (PI), or research protected information are obligated to protect the confidentiality and proper use and access of this information in order to prevent loss, misuse, unauthorized access, unnecessary identification, or security breaches.

Completeness

This job description is not an employment contract and NourishMKE may modify this document at any time. This document is intended to indicate the types of tasks and levels of skill, effort, and responsibility required by positions assigned this title. This information shall not be construed as a declaration of the specific duties and responsibilities of any particular position. It is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of direct reports. The functions described are not to be interpreted as exclusive or all-inclusive of the various functions performed.

To apply email jobs@nourishmke.org