

URBAN MISSION

To listen with **compassion** and to serve with **love**.

Food Service Manager (20 hours per week)

Job Summary

The Food Service Manager provides leadership and oversight for Urban Mission Ministries' hunger relief programs, including Fresh Market Pantry operations, client engagement services, food distribution partnerships, and food service-related initiatives. This position is responsible for ensuring efficient, organized, and client-centered service delivery while maintaining compliance with food safety standards, reporting requirements, and organizational policies.

The Food Service Manager works closely with pantry staff, volunteers, community partners, and clients to ensure individuals and families have access to nutritious food and supportive services. This role combines program management, client services, training, partnership development, reporting, and operational oversight to advance Urban Mission Ministries' mission of serving those experiencing food insecurity.

Key Responsibilities

Pantry Operations & Program Management

- Work closely with the Fresh Market Pantry Manager to oversee daily Fresh Market Pantry operations and ensure efficient, organized, and client-centered service delivery.
- Coordinate food ordering and maintain inventory levels sufficient to meet the needs of individuals and families served.
- Develop and maintain partnerships with food banks, grocery stores, churches, community organizations, and local businesses to secure food donations and other resources.
- Create, implement, and maintain training programs for pantry staff and volunteers related to food safety, temperature logs, food weighing procedures, PantryTrak, customer service, and operational best practices.
- Monitor pantry workflow, identify operational challenges, and implement process improvements to increase efficiency and effectiveness.
- Ensure compliance with Mid-Ohio Food Collective policies, procedures, certifications, audits, and training requirements.
- Track, document, and report food donations, inventory levels, pantry statistics, and program outcomes.
- Represent Urban Mission Ministries at community events, meetings, and initiatives related to hunger relief and food security.
- Review and approve employee timesheets for supervised staff members, ensuring accuracy and timely submission.

- Additional duties as assigned.

Client Engagement & Hunger Assistance Services

- Welcome and assist clients, assess service needs, and connect individuals and families with available programs and resources.
- Provide front desk and phone coverage while ensuring a welcoming, compassionate, and professional environment.
- Coordinate client intake procedures and ensure all required documentation is completed accurately.
- Register new clients and maintain records using PantryTrak and other agency database systems.
- Assess client needs and provide referrals to community resources including housing assistance, utility assistance, healthcare services, employment resources, and other supportive programs.
- Ensure clients receive timely services while maintaining dignity, respect, and confidentiality.
- Coordinate distribution of hygiene kits, clothing vouchers, and other support services for eligible clients.
- Oversee front desk operations to ensure excellent customer service and positive client experiences.

Reporting, Compliance & Quality Improvement

- Compile, analyze, and report pantry usage statistics, client service data, and program outcomes.
- Maintain accurate records and documentation in compliance with organizational, grant, and partner reporting requirements.
- Monitor program effectiveness and identify opportunities to improve service delivery and operational efficiency.
- Ensure compliance with food safety regulations, organizational policies, and partner agency requirements.
- Prepare reports and supporting documentation for internal leadership, funders, and community partners as requested.

Team Support & Organizational Participation

- Support a collaborative, team-oriented work environment.
- Assist with agency-wide initiatives and operational needs as required.
- Participate in Urban Mission Ministries events, outreach activities, fundraisers, community programs, and special projects.

- Work cooperatively with staff, volunteers, community partners, and stakeholders to support organizational goals.

Required Skills & Qualifications

- Associate degree or equivalent work experience in nonprofit management, social services, food service management, business administration, human services, or a related field.
- Minimum of two years of experience in food pantry operations, food service management, hunger relief programs, client services, or a related field.
- Strong knowledge of food inventory management, food safety standards, and hunger relief services.
- Experience coordinating volunteers, staff training, and operational procedures.
- Excellent customer service and interpersonal communication skills.
- Ability to build and maintain effective relationships with community partners and stakeholders.
- Strong organizational skills with the ability to manage multiple priorities and deadlines.
- Proficiency with database systems, data entry, and reporting tools.
- Experience using Microsoft Office applications, including Word, Excel, Outlook, and Teams.
- Ability to maintain confidential information and exercise sound judgment.
- Strong problem-solving and decision-making skills.
- Ability to lift up to 40 pounds and perform duties associated with pantry operations when needed.
- Valid driver's license and reliable transportation.

Preferred Qualifications

- Experience working with food banks, hunger relief organizations, or large-scale food distribution programs.
- Experience using PantryTrak or comparable client management/database systems.
- Knowledge of Mid-Ohio Food Collective policies and procedures.
- Experience with grant reporting and outcomes measurement.
- Supervisory experience of staff and/or volunteers.
- Training or certification in food safety, food service operations, or warehouse management.
- Experience working in a faith-based or nonprofit community service environment.

Core Competencies

- Food Pantry & Program Management
- Food Inventory & Donation Management
- Client Intake & Service Coordination
- Front Desk Operations
- Community Resource Navigation
- Community Outreach & Partnership Development
- Staff & Volunteer Training
- Data Collection, Analysis & Reporting
- Recordkeeping & Compliance
- Customer Service & Client Advocacy
- PantryTrak Database Management
- Team Leadership & Timekeeping Administration
- Problem Solving & Continuous Improvement

Additional Position Requirements

This position requires flexibility and a willingness to support a team-oriented environment. Employees may be asked to assist with responsibilities outside their primary work area to help meet organizational needs. The Food Service Manager is expected to actively participate in Urban Mission Ministries events, outreach activities, and special initiatives, which may occasionally require evening or weekend hours with advance notice. The ability to adapt to changing priorities while maintaining a positive, mission-focused approach is essential.

Mission Commitment

This position is expected to actively support and uphold the mission, vision, and values of Urban Mission Ministries. This position should exemplify compassion, hospitality, integrity, and servant leadership while empowering volunteers to make a meaningful difference in the lives of individuals and families throughout the community. The successful candidate will foster a culture of service, engagement, and collaboration that strengthens the impact of Urban Mission Ministries and its partners.