



Job Description

Job Title:	Operations Supervisor
Classification:	Full-time, Exempt
Department:	Operations
Reports to:	Operations Manager

Job Summary

The mission of Montana Food Bank Network (MFBN) is to end hunger in Montana through food acquisition and distribution, education, and advocacy. The Operations Supervisor will oversee the management of warehouse workers and non cdl-driver/warehouse workers completing daily tasks to complete order fulfillment, shipping, receiving, and general inventory and warehousing operations, under the general supervision of the Operations Manager.

Duties and Responsibilities

- Ensure the daily safety and regulatory compliance of warehouse operations, as well as adherence to established policies and procedures outlined in accordance with AIB Standards.
- Supervise the activities of workers engaged in receiving, storing, and shipping of non-perishable dry goods, perishable refrigerated goods, and frozen food.
- Supervise Warehouse Operations Team to guarantee the preparation and inspection of all agency orders using a first-in, first-out approach, and ensure the proper arrangement of the pallets to mitigate damage or loss.
- Assist the Operations Manager, as needed, to establish and organize monthly and weekly inventory cycle count procedures to identify and resolve inventory discrepancies.
- Communicate with the Operations Manager and relevant department leadership about any discrepancies in internal controls and procedures.
- Completion and auditing of inventory receiving and distribution paperwork to ensure accurate and consistent adherence to meet distribution protocols.
- Assist the Operations Manager to coordinate, solicit quotes, and schedule third-party freight brokerage arrangements (LTL & FTL) for both pickup and delivery of loads.
- Work with Community Engagement & Programs department leadership & staff to address and resolve inventory and distribution issues or concerns related to agencies and programs.
- Work with the Operations Manager to create operational plans aligned with the goals outlined in the present strategic plan.
- Assist Operations Manager to complete weekly quality assurance audits to verify that inventory distribution, facility upkeep, and established pest control procedures are upheld in accordance with AIB Standards.
- Assist Operations Manager & Office Administrator to ensure that the food repack room is set up and dismantled daily, following safe food handling best practices as mandated by health department codes.
- Work with Facilities Maintenance Technician & Operations Team to ensure the upkeep of the exterior grounds, including tasks such as mowing the lawn, removing weeds, clearing sidewalks of snow and applying ice melt, and picking up trash, all with the aim of ensuring safety and a well-maintained appearance.

- Function as alternate point of contact when the VP/COO and/or the Operations Manager are unavailable for all regulatory compliance inspections.
- Conduct Forklift, Pallet Jack, Robotic Pallet Wrapper training for new hires in addition to annual refresher training for both warehouse workers and drivers.
- Conduct OSHA warehouse safety training for both warehouse workers and volunteers.
- Provide training to newly hired warehouse workers on inventory management procedures, product receiving procedures, order picking,
- Conduct performance evaluations for warehouse workers, and Non-CDL Driver / Warehouse Workers to ensure the secure and effective completion of delegated tasks are completed in a safe manner while maintaining continual feedback to meet expectations and providing support and guidance as needed.
- Responsible for ensuring staff directly position supervises complete assigned tasks accurately and timely including but not limited to payroll and timecard verification, overtime approval, and ensure monthly expense reports.
- Ability to operate forklifts, pallet jacks, carts, 2-wheelers, and dock levelers safely and effectively with training.
- Obtain Forklift Operator & Trainer Certification.
- Obtain Serv-Safe Manager Food Safety Certification.
- Maintain a culture of safety and professionalism within the Operations Team.
- Participate in MFBN monthly Food Safety Committee meetings.

Volunteer Support as needed

- Conduct orientation & training certification for all volunteers utilizing pallet jacks, ensuring they are prepared to fulfill their responsibilities safely in accordance with OSHA safety compliance.
- Coordinate with Office Administrator to provide support as needed when engaged in warehouse tasks, such as assembling food boxes, working in the repack room, handling label printing, managing product movement, fulfilling supply requests, or addressing equipment issues, as needed.
- Convey information about volunteer performance or any concerns to the Operations Manager & Office Administrator.

Operations

- Ensure warehouse team works efficiently, accurately, and effectively insuring shrink wrap and pallet tags are neat, free of debris, and legible.
- Conduct daily inspections to maintain warehouse, freezer, cooler, and dry storage areas cleanliness at all times following AIB standards.
- Complete data entry tasks in the Ceres system for inventory and distribution purposes, and compile order pick lists, distribution packets, including invoices, signature sheets, load sheets, and direct distribution forms, as requested by the Operations Manager.
- Complete data entry tasks in Ceres to create standing delivery appointments, complete inventory donation order processing, and agency invoicing.
- Supporting drivers as needed by contacting customers regarding delivery delays or driver assistance requests encountered while they are on the road.

Knowledge, Skills and Abilities

- Commitment to MFBN's mission and vision.

- Ability to understand, apply and uphold MFBN policies, procedures, and standards.
- Be sensitive to the needs of the diverse communities MFBN serves.
- Effective written and verbal communication with staff, partners, and stakeholders.
- Ability to prioritize, manage multiple responsibilities, and meet deadlines with strong attention to detail and accuracy.
- Ability to lead, supervise, train and provide clear directions to team members.
- Ability to work independently and as part of a team.
- Excellent interpersonal skills.
- Ability to work collaboratively and build productive relationships across teams, communities, and partner organizations.
- Maintain a positive and solutions-based attitude, even while under pressure and/or managing competing priorities and deadlines.
- Willingness to take initiative, develop new ideas, and strategies.
- Proficient in Microsoft Office Suite, especially Excel, or the ability to quickly learn required systems.
- Perform any additional tasks and duties as assigned.
- Ability to build trust, coach staff, and foster a collaborative work environment.
- Ability to assess development needs and provide training to improve team capability.
- Ability to analyze operational data, evaluate outcomes, and implement effective solutions.

Minimum Qualifications Required

- Bachelor's degree or equivalent combination of education and at least three (3) years' experience in inventory control, warehouse operations, transportation, or logistics management, preferably within a food bank or related industry.
- Must possess a Valid Montana driver's license or obtain in 60 days of hire and ability to meet insurability requirements.

Preferred

- Bachelor's degree in Supply Chain Management, Logistics, or a related field.
- Prior supervisory experience.
- Experience with ERP systems (e.g., Navision)
- Food Safety certification.
- Ability to operate standard warehouse equipment including forklifts and pallet jacks.

Worksite

- MFBN's office is located at 5780 Alloy N, Missoula, MT 59808.
- Onsite – 95%
- Travel – 5% (Annual Conferences, Seminars, Trainings)

*Montana Food Bank Network is an equal-opportunity employer.
We celebrate diversity and are committed to creating an inclusive environment for all employees.
Offer of employment is contingent on the successful completion of a background check.*