

**MEND | Meet Each Need with Dignity**

10641 N San Fernando Road

Pacoima, CA 91331

**Phone** | 818.896.0246**www.MendPoverty.Org****JOB DESCRIPTION****POSITION TITLE:** Assistant Warehouse Manager**FSLA STATUS:** Non-Exempt**REPORTS TO:** Program Manager-CNP**SUPERVISES:** CNP Warehouse Associate(s)**WAGE:** \$28, 70 hours per pay period (including alternate Saturdays)

MEND-Meet Each Need with Dignity is a nonprofit organization headquartered in Pacoima, CA serving the crisis needs of the most vulnerable community members. Operating the San Fernando Valley's most extensive Community Nourishment Programs, MEND distributes almost 4 million pounds of good food a year. And, in alignment with MEND's mission and long-term commitment to strengthen families and the community, MEND helps individuals address and overcome the long-term challenges that have kept them from thriving through our more intensive services and programs.

**JOB SUMMARY:** Under the direct supervision of the CNP Program Manager, the Assistant Warehouse Manager will oversee activities and operations aimed at improving food security in high-need areas throughout the San Fernando Valley. This includes coordinating all onsite food distribution activities, developing, and maintaining relationships with outreach food bank partners, as well as training, and engaging community volunteers to support operations. This position will lead and oversee food service contracts and grants, ensuring achievement of performance requirements.

**ESSENTIAL FUNCTIONS:**

1. Supervise a team of Warehouse Associates, providing guidance and support to team members; assign tasks, monitor productivity and ensure adherence to company procedures.
2. Lead onsite food distribution operations, including logistical planning, staff and volunteer oversight, regulatory compliance, community outreach, and partner collaboration to ensure efficient and safe delivery of food.
3. Manage warehouse inventory to ensure a consistent rotation of incoming goods. Engage community partners to host targeted food drives. Ensure high need food items are readily available. Coordinate schedules for food drive pickups and drop offs and maintain clear communication with food partners to ensure streamlined processes.
4. Cover essential services/activities in the absence of CNP Program Manager. Cover food pick up routes in absence of driver.

5. Supervise the sanitation, safety, and maintenance of work areas and conduct operations in a manner that promotes food and general safety, in compliance with Health Dept., Fire Dept., OSHA, Industrial Wastewater and all applicable monitoring agencies.
6. Oversee and schedule timely maintenance and repairs of MEND truck fleet, forklifts, pallet jacks and other warehouse equipment, and maintain maintenance records to ensure efficient and safe conditions.
7. In collaboration with Program Manager-CNP, annually review strategic plan and create outreach and prospecting plan to support achievement of relevant objectives. Provide information as requested for grant proposals and reports.
8. Act as liaison for CNP volunteer and community service groups/organizations; assist in planning, scheduling, and coordinating their activities and highly engage with them during scheduled activity/event to provide support and hospitality
9. Conduct outreach and cultivate relationships with food pantry partners that can distribute food in accordance with MEND's mission. Develop strategies and identify opportunities for partnership revenue generation and cost sharing models, such as fees for service. Conduct CNP partner site visits to ensure donated goods are being distributed safely and according to partnership agreement.
10. Maintain detailed records for each CNP partnership and its stage of development. Develop CNP MOUs to solidify and formalize expectations, responsibilities, and intended outcomes/impact.
11. Identify and source in-kind contributions that support CNP operations. Maintain and develop food recovery contracts with existing and new Food Generators.
12. Other duties as assigned.

#### **QUALIFICATIONS:**

- Bachelor's degree preferred, or a combination of skills and experience, 3-5 years of warehouse management and/or demonstrated leadership experience working in human services/poverty alleviation, successfully implementing new projects
- Excellent written and verbal communication skills,
- Bilingual English and Spanish required
- Forklift experience and/or Forklift Certification required
- Knowledge of forklift and pallet jack (manual/electrical) maintenance and safety procedures
- Must be able to sit, stand and walk for extended periods of time
- Serve Safe Certification preferred
- Strong people skills to work with staff, volunteers, and donors in a positive and engaging manner.
- Ability to deliver compelling, engaging, and informative presentations.
- Must be results oriented with strong organizational, self-motivation, and follow through skills
- Ability to
  - Maintain and develop relationships with a diverse population
  - Take initiative and work independently with limited supervision
  - Effectively manage multiple projects simultaneously
  - Be solution-focused when responding to challenges and unanticipated events

- Maintain accurate records
- The successful candidate will be able to manage multiple projects simultaneously, build strong collaborative relationships, and be able to set and meet critical deadlines.
- Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook); knowledge of Galaxy Digital and Efforts to Outcomes (ETO) a plus
- Current CA driver's license.

**TIME COMMITMENT:** Full time 70 hours per pay period (32/38 hours per week based on organizational needs); will include two Saturdays a month, some evenings and local travel. Position requires extensive local travel (approximately 25% of the time).

All positions contingent on continued funding.

All employees on County-funded programs must be fully vaccinated against COVID-19 as a condition of employment. Successful candidates for this position will be required to submit proof of vaccination against COVID-19 or request an exemption for qualifying medical or religious reasons during the onboarding process. Candidates should not present proof of vaccination until instructed to do so by the hiring department.

All employees will be required to adhere to all relevant confidentiality agreements, policies and procedures to safeguard client information. Employees will be required to complete all mandatory training annually, including but not limited to HIPPA, compliance, safety, cyber security, and harassment.

To apply, please submit cover letter and resume to [jobs@mendpoverty.org](mailto:jobs@mendpoverty.org) by May 31, 2025. Please include a cover letter that describes how your experiences meets all the requirements of the position. Applicants who do not submit a cover letter will not be considered. Position open until filled.

The above statements reflect the essential functions considered necessary to describe the principal content of the job. They are not intended to be a complete statement of all work requirements or duties that may be inherent in the job. MEND is an equal opportunity employer.

MEND, named the 2022 & 2023 Daily News Reader's Choice FAVORITE WORKPLACE, is an equal opportunity employer committed to a diverse and inclusive workforce. We foster a culture that honors different perspectives, opinions, and backgrounds. Company culture is at our core.

#### Culture

- Warm and welcoming environment
- Staff and volunteers have a passion for making the world a better place
- Investment in, care and appreciation for all employees
- Celebrate success together at staff meetings, annual holiday celebration and for outstanding achievements

- Emphasizes personal and professional skill development through quarterly performance appraisals and regular 1:1 meetings with management
- Commitment to program excellence and impact

#### Core Values

- Excellence in programs, outcomes, and operations
- Informed, holistic approaches through active listening and credible messengers
- Integrity in our actions, building trust in our community and donors
- Transparency and integrity in all we do
- Dignity & respect for those we serve and each other

#### Benefits

- 100% of basic employee health coverage and life insurance paid for by employer. Dental coverage paid at 50% by employer; Vision coverage paid for by employee. May elect to purchase up to a PPO plan or obtain coverage for eligible family members at their own cost.
- Optional benefits include Flexible Spending Account and AFLAC.
- Employee Assistance Program (EAP) available providing 24-hour confidential hotline for employees to help find balance, address personal concerns, and assist with day-to-day challenges.
- 10 days of sick leave granted annually; ability to carry over up to 70 hours of unused sick time.
- MEND provides vacation benefits to all full-time and part-time employees for the purpose of giving them a period of rest and relaxation away from work with pay. New employees accrue vacation at a rate of 2 weeks per year. Accruals are based on hours worked.
- Option to participate in employee sponsored 403B retirement plan.
- 11 paid days off: 9 holidays, 2 personal days (birthday and work anniversary).
- Compelling work culture and values.