

**MEND | Meet Each Need with Dignity**  
10641 N San Fernando Road  
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**www.MendPoverty.Org**



## JOB DESCRIPTION

**Position Title:** Warehouse & Partnership Assistant Manager  
**Department/Program:** Community Nourishment Program  
**Wage Range:** \$28-30  
**Reports To:** Sr. Program Manager/Community Nourishment

**FLSA Status:** Non-Exempt  
**Location:** Onsite – Pacoima  
**Job Status:** FT  
**Travel Required:** 25%

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MEND-Meet Each Need with Dignity is a nonprofit organization headquartered in Pacoima, CA serving the crisis needs of the most vulnerable community members since 1971. Operating the San Fernando Valley's most extensive Community Nourishment Programs, MEND distributes almost 4 million pounds of good food a year. 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 more intensive services. Our team embraces and lives our organizational values, contributing to a compelling and inspiring work environment. MEND is recognized as a highly impactful nonprofit by Charity Navigator, Candid, and Great Nonprofits, and has received recognition as best nonprofit and favorite workplace in Daily News Reader's Choice Awards since 2022.

**POSITION SUMMARY:** Under the direction of the Sr. Community Nourishment Program Manager, the CNP 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. is responsible for organizing and preparing food boxes and/or bags for distribution.

The ideal Assistant Warehouse and Operations Manager is a collaborative, organized, and hands-on leader with experience in warehouse logistics, inventory management, and staff supervision. They excel at building strong relationships with employees, volunteers, and community partners while ensuring efficient, safe, and accurate operations. This individual is committed to MEND's mission, demonstrates excellent communication and problem-solving skills, and fosters a positive, accountable, and service-focused team culture.

### **ESSENTIAL FUNCTIONS**

**Reasonable Accommodations Statement:** To perform this job successfully, you must be able to perform each essential function satisfactorily with or without accommodation. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essentials functions.

1. Supervise a team of Warehouse Associates by providing guidance, coaching, and ongoing support; assign daily tasks, monitor productivity, and ensure adherence to company policies, procedures, and performance standards. Train and reinforce staff on warehouse safety procedures, including the safe operation of equipment, proper lifting techniques, and maneuvering in tight spaces to promote a safe and efficient work environment. Monitor compliance with safety protocols and address unsafe practices promptly.

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. Provide oversight, as needed, to cover essential services/activities in the absence of Senior Program Manager and 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 the Sr. Program Manager, 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 periodic CNP partner site visits to ensure donated goods are being distributed safely and according to partnership agreement.
10. Develop and manage partnerships with nonprofit organizations (NPOs) by identifying and onboarding qualified organizations aligned with program goals. Verify nonprofit eligibility and compliance with the State of California, maintain partnership records, collect and analyze data to measure program impact, and develop MOUs that define partnership expectations, responsibilities, and intended outcomes.
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.

## **POSITION QUALIFICATIONS**

### **Key Competencies**

- Demonstrates effective team leadership by assigning work, monitoring productivity, coaching staff, and supporting adherence to procedures.
- Apply strong warehouse and inventory management practices to maintain organized stock, ensure proper food rotation, and support efficient distribution.
- Apply inventory management practices to track, organize and maintain accurate stock levels.
- Oversee food distribution operations with attention to logistics, safety, compliance, community outreach, and partner coordination.
- Demonstrates strong material handling skills to move, organize, and store products safely and efficiently.
- Uses forklift operation skills safely and effectively to support warehouse and distribution activities.
- Follows warehouse safety procedures to help maintain a clean, secure, and compliant work environment.
- Demonstrates strong organization skills to maintain accurate records for partnerships, MOU's, inventory, maintenance and operational reporting.
- Provides excellent customer service when interacting with donors, vendors, volunteers, and staff.
- Strong communication skills with staff, volunteers, donors and partners.

## Skills and Abilities

- Knowledge of shipping, receiving, inventory control, and warehouse procedures
- Ability to safely load, unload, and transport materials
- Experience operating delivery vans, box trucks, forklifts, or pallet jacks
- Knowledge of forklift and pallet jack (manual/electrical) maintenance and safety procedures.
- Strong attention to detail for order accuracy and documentation
- Familiar with safety regulations and OSHA guidelines
- Dependable, punctual, and able to work independently
- Strong verbal communication and collaborative teamwork skill, with the ability to coordinate effectively with staff, volunteer, donors and community partners

## Education

- Bachelor's degree preferred, or a combination of skills and experience, 3-5 years of warehouse management and/or demonstrated leadership experience working in foodbank/human services/poverty alleviation, successfully implementing new projects

## Experience

- 1-year electric pallet jack experience
- 1-year of warehouse experience required
- 1-year of Foodbank experience preferred
- 1-2 years of professional truck driving experience, preferably in a food or food-related environment.
- Bi-Lingual; Spanish fluency preferred
- High school diploma or GED required.
- Some minor mechanical experience is preferred.
- Data entry and basic computer skills preferred

## Certificates & Licenses

- Forklift Certification
- Food safety experience and ServSafe certification required withing 90 days of start date.
- Possession of a valid CA driver's license, current DMV printout with no moving violations.

## Other Requirements

### PHYSICAL DEMANDS

<b>Physical Demands</b>		<b>Lift/Carry</b>	
Stand	C	10 lbs or less	C
Walk	C	11-20 lbs	F
Sit	F	21-50 lbs	O
Handling / Fingering	C	51-100 lbs	N
Reach Outward	F	Over 100 lbs	N
Reach Above Shoulder	O	<b>Push/Pull</b>	
Climb	N	12 lbs or less	F
Crawl	N	13-25 lbs	F
Squat or Kneel	F	26-40 lbs	F
Bend	F	41-100 lbs	F

**N (Not Applicable)**

*Activity is not applicable to this position.*

**O (Occasionally)**

*Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)*

**F (Frequently)**

*Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)*

**C (Constantly)**

*Position requires this activity more than 66% of the time (5.5+ hrs/day)*

## WORK ENVIRONMENT

- The ability to interact with staff (at all levels) in a high-paced environment, sometimes under pressure, in a setting that values urgency, organization, and consistent follow-through.

- Remaining flexible, proactive, resourceful and efficient, with a high level of professionalism is crucial to this role.
- Strong written and verbal communication skills, strong decision-making ability and attention to detail are equally important.
- Frequent lifting, carrying, pushing, and pulling of materials
- Standing, walking, bending, and moving for long periods
- Exposure to varying weather conditions during deliveries or outdoor loading
- Operation of forklifts, pallet jacks, hand trucks, or delivery vehicles
- Work around machinery, inventory racks, and moving equipment

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 committed to a diverse and inclusive workforce. MEND fosters a culture that honors different perspectives, opinions, and backgrounds. All employees must provide documentation demonstrating right to work in the U.S. at the time of hire.

**TIME COMMITMENT:** Work schedule varies based on program and operational needs. Typical hours are Tuesday through Friday, with varying start and end times between 7:30 a.m. and 4:00 p.m. Regular Saturday shifts are required, including 1st and 3rd Saturdays from 7:30 a.m. to 2:00 p.m.

All employees are required to adhere to all relevant confidentiality agreements, policies and procedures to safeguard client information. If federal, state, or local governments have declared a public health emergency, you may be asked to comply with required health and safety procedures as a condition of employment. Employees are required to complete all mandatory training annually, including but not limited to HIPPA, compliance, safety, cyber security, and harassment.

**To apply, submit an up-to-date resume and cover letter that describes how your experience meets all the requirements of the position to [jobs@mendpoverty.org](mailto:jobs@mendpoverty.org). Position open until filled.**

### Core Values

- **Dignity and Respect:** Recognizing and honoring the inherent worth in each other & the people we serve
- **Integrity:** Doing the right thing, being honest, ethical, trustworthy & transparent
- **Excellence:** Always striving to do our best by embracing curiosity, learning, growth, and continuous improvement
- **Accountability:** Taking ownership of work, results, and actions, being solution focused to ensure high quality services and impact
- **Teamwork/Collaboration:** Leveraging collective strengths and working together to achieve exceptional outcomes

### Culture

- Warm, welcoming environment; staff & volunteers have a passion for making the world a better place
- We value team members who are resilient, adaptable, and open to ongoing feedback as part of continuous growth
- Investment in, care and appreciation for all employees; we celebrate success together at staff meetings, annual holiday celebrations, 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
- Constructive feedback is a core part of our culture—we believe in direct, respectful communication that helps everyone improve and succeed
- We emphasize coachability, a solutions-oriented mindset, and a strong commitment to both individual and team development

**Benefits**

- 100% of basic employee health coverage and life insurance paid for by employer. Dental coverage 50% paid 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 address personal concerns and assist with day-to-day challenges.
- 10 days of sick leave granted annually – ability to carry over up to 72 hours unused sick time.
- Vacation benefits are provided to all full- and part-time employees for the purpose of giving them a period of rest and relaxation away from work with pay. New employees accrual is up to 2 weeks per year, and 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).

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this position description and/or assign tasks for the employee to perform, as the Company may deem appropriate. *All positions contingent on continued funding.*