



URBAN MINISTRIES  
OF DURHAM

## **CLOTHING CLOSET/FOOD PANTRY LEAD ASSOCIATE**

**To apply, please submit your resume to Director of Community Engagement Gin Jackson at [gjackson@umdurham.org](mailto:gjackson@umdurham.org) on or before July 15, 2018.**

- Part-time, generally 20 hours per week, during standard business hours (shared with the Clothing Closet/Food Pantry Associate).
- Supervisory responsibility for the Clothing Closet/Food Pantry Associate
- Reports to Director of Community Engagement.

### **Position Summary**

The Clothing Closet/Food Pantry (CC/FP) Lead Associate is responsible for managing the operation of the Clothing Closet and Food Pantry services including supervising the volunteers who work in that operation; managing incoming donations of food, hygiene items, household and clothing; ensuring the Clothing Closet and Food Pantry are restocked; handling administrative and reporting tasks associated with the operation.

### **Key Responsibilities Include:**

- Ensuring staff coverage for all hours the CC/FP are open.
- Supervising volunteers who work in that operation including monitoring and addressing gaps in volunteer performance and/or the operation.
- Being the point person for incoming donations including assisting with unloading, and getting food, clothing, hygiene and household items to the pantries or upstairs in a timely fashion. Ensuring the Donation Room is emptied each day.
- Keeping the CC and FP fully stocked, in order, and tidy.
- Ensuring the Clothing Closet, Food Pantry, Upstairs Sorting Area, Upstairs Bathroom, Donation Room and hallways are regularly cleaned and the trash is emptied.
- Weighing and recording Food Pantry donations.
- Determining how best to store and rotate stock between the Food Pantry and Storage Pantry.
- Proactively notifying the Director of Community Engagement of food, clothing, hygiene items, supplies or other material needs for the CC and FP operation including the weekly “Top Urgent Needs” list.
- Collaborating with the Manager of Volunteer Services to identify and staff the CC/FP operation.
- Supervising the CC/FP Associate.
- Filling Exception Requests, Move-Out Kit Requests, and Shelter hygiene orders or delegating to an appropriate volunteer.

- Ensuring volunteers who restock and sort upstairs have the appropriate instructions on what to focus their efforts.
- Scheduling TROSA pickups and ensuring all items being donated to them are in the lobby by the scheduled pickup time.
- Supervise groups who do CC and/or FP projects.
- Handling administrative and reporting tasks associated with the operation including but not limited to: Collecting Volunteer Sign-In sheets; Weekly Diaper Inventory; Monthly Exception Reports.

### **Qualifications, Skills and Competencies:**

- Strong leadership and project management skills.
- Extremely detail-oriented with excellent organizational skills.
- Able to identify, prioritize and track tasks that need to be done and to accomplish them efficiently in a fast-paced work environment.
- Excellent time management ensuring the operation is 100% functional in order to best serve clients.
- Able to meet deadlines while producing quality work and maintaining good relations with colleagues, donors and volunteers.
- Able to multi-task. Able to deal with frequent changes, delays, or unexpected events.
- Personable and patient in dealing with volunteers. Able to make volunteers feel great about their contribution, and to deal professionally and proactively with any problems or performance gaps that may arise.
- Proficiency with English grammar and punctuation suitable for business correspondence and professional verbal communication.
- Fluent with Microsoft Office software and online tools such as Gmail, and UMD's donor database, Bloomerang.
- Extremely detail-oriented and excellent time management ensuring the operation is 100% functional in order to best serve the clients.
- Able to lift and transport 50-60 pound loads repeatedly over the course of each shift.
- Committed to the highest standards of donor service and professionalism and to UMD's core values of respect, collaboration and accountability.