

Dubuque Food Pantry | Job Description

Job Title: Lead Operations Assistant
Job Type/Classification: Full-time & hourly/non-exempt
Reports to: Executive Director
Revision Date: 08.30.2025

Position Overview:

Under the direction of the Executive Director, the Lead Operations Assistant is responsible in the coordination of food and volunteer service at the Dubuque Food Pantry. Positively represent the Pantry in all interactions and communications. This position ensures that relationships with customers, donors, volunteers, and the community-at-large are handled in a manner consistent with organizational values, mission, and strategic objectives.

Key Responsibilities:

- Create and communicate volunteer staffing plan.
- Initial and ongoing training of volunteer team.
- Administer the registration process.
- Manage shopping floor during distribution hours.

Facilities and Food:

- Daily facilities management including checking refrigerator and freezer temps and communication with operations manager to ensure proper function of facility equipment
- Maintain a clean, well-ordered property
- Manage shopping floor during business hours
- Report any general building maintenance needs to the operations manager
- Operate van and pallet jack
- Organize packing for monthly home deliveries
- Utilize FIFO (first in, first out) inventory practices to ensure food quality and minimize waste
- Manage client entry/exit from pantry with the help of other staff and volunteers

Volunteers:

- Oversee initial and ongoing training of all new volunteers
- Orient volunteers to make food available and tasks to be done to prepare for food distribution
- Organize and oversee food distribution process with help of other staff and volunteers
- Work to maintain volunteer relationships and work cooperatively with all volunteers in home deliveries

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organization.

Qualifications:

- Valid state of Iowa driver's license
- Ability to follow Food Pantry policies and procedures such as safety rules, operating and maintenance instructions, and employee handbooks
- Ability to maintain a high level of integrity and confidentiality of any information
- Ability to be a role model and reflect the Food Pantry's mission

- Ability to represent the Dubuque team in a professional manner
- Ability to be flexible with work and time as the need arises
- Ability to handle multiple tasks at one time in a timely fashion
- Ability to be creative and come up with ideas and methods to support the Food Pantry
- Ability to deliver services to those in need with compassion, clear boundaries, and good communication skills
- Ability to prepare routine reports
- Ability to communicate effectively with employees and clients
- Ability to understand and carry out instructions in written, oral, or diagram form
- Must be able to adjust work hours based on agency needs; some weekends and evenings may be required

Preferred

- Multilingual abilities

Physical Requirements

- Ability to stand for most of the workday
- Activities include reaching, squatting, kneeling, bending, sitting, carrying, pushing, pulling, gripping, climbing, and twisting
- Regular lifting of 25 pounds and up to 50 pounds with assistance
- Tolerance for noisy equipment
- Work performed indoors and outdoors, subject to seasonal weather conditions

The Dubuque Food Pantry provides equal employment opportunities to all employees and applicants without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, disability, genetic information, age, or any other status protected under federal, state, or local law.

Acknowledgment

I acknowledge that I have received and reviewed the job description for my position at Dubuque Food Pantry. I understand the responsibilities, qualifications, and expectations outlined herein. I further acknowledge that this document does not constitute a contract of employment and that the organization reserves the right to modify job duties or descriptions as needed.

By signing below, I confirm my understanding and acceptance of the role as described.

Employee Name: _____

Signature: _____

Date: _____