RIVER BEND FOOD BANK

Job Title: **Operations Supervisor**
Status: Full Time, Salary Exempt
Department: Operations
Reports to: VP of Operations
Date: September, 2026
Salary Range: $55,000 - $60,000

Operations Supervisor

Summary

The Operations Supervisor plays a critical leadership role in overseeing the daily warehouse operations at the Davenport facility. This position is responsible for leading a team of employees engaged in receiving, replenishing, picking, delivering, and rescuing food while ensuring operations are completed safely, efficiently, and accurately. The Operations Supervisor is a hands-on leader who motivates employees, develops talent, and fosters a positive, accountable, and mission-driven work environment. Success in this role requires exceptional leadership, organization, communication, and problem-solving skills. Attention to detail is essential and a fundamental expectation of this position. The Operations Supervisor must consistently ensure the accuracy of inventory, order fulfillment, documentation, scheduling, food safety practices, and operational processes as small details have a significant impact on our Hunger Relief Partners, volunteers, donors, and the communities we serve. Accuracy, follow-through, and clear communication are critical to maintaining operational excellence. Working closely with the Operations Systems Manager, the Operations Supervisor is responsible for planning daily workloads, allocating resources, monitoring productivity, and ensuring compliance with all food safety, OSHA, and organizational policies. This individual promotes a culture of accountability, continuous improvement, and teamwork while maintaining a warehouse that is clean, organized, safe, and always ready to welcome volunteers, partners, donors, and auditors. The ideal candidate is adaptable, collaborative, and capable of leading through changing priorities, staffing shortages, and unexpected operational challenges. They lead by example, make sound decisions under pressure, hold themselves and others accountable, and demonstrate an unwavering commitment to quality, operational excellence, and attention to detail.

Essential Duties and Responsibilities

1. Lead with Clarity and Confidence: Provide consistent leadership by clearly communicating daily priorities, performance expectations, and organizational goals through regular team meetings and one-on-one coaching. Foster accountability, teamwork, and a culture of continuous improvement.
2. Plan and Coordinate Daily Operations: Develop detailed daily schedules and work assignments that maximize efficiency while ensuring warehouse operations, deliveries, and partner orders are completed accurately and on time.
3. Maintain Operational Accuracy: Ensure inventory, order fulfillment, documentation, scheduling, and reporting are completed accurately and consistently. Attention to detail is a must to minimize errors, maintain inventory integrity, and provide exceptional service to Hunger Relief Partners.
4. Performance Management: Monitor employee performance through observation and measurable performance metrics. Provide timely coaching, recognition, corrective action, and documentation to maintain high performance standards.
5. Adaptability and Problem Solving: Respond effectively to changing priorities, staffing shortages, product availability, weather events, delivery delays, and other operational challenges while maintaining productivity and customer service expectations.
6. Maintain a Safe, Clean, and Organized Facility: Ensure the warehouse consistently meets food safety, sanitation, OSHA, and organizational standards. Maintain a clean, organized, and audit-ready facility that reflects River Bend Food Bank's commitment to excellence.

7. Hiring, Training, and Employee Development: Recruit, interview, onboard, and train new employees. Provide ongoing coaching and professional development while promoting a culture of accountability, safety, teamwork, and continuous learning.
8. Strategic Execution: Support departmental and organizational strategic initiatives by implementing operational improvements that increase efficiency, accuracy, and service to Hunger Relief Partners.
9. Timely and Accurate Documentation: Complete employee evaluations, performance documentation, scheduling records, wage recommendations, and other required reports accurately, thoroughly, and within established timelines.
10. Cross Department Collaboration: Build strong working relationships with all departments to ensure effective communication, coordinated operations, and achievement of organizational goals.
11. Facility and Safety Coordination: Partner with the Director of Facilities & Safety and the Operations Systems Manager to ensure facility maintenance, equipment readiness, regulatory compliance, and workplace safety standards are consistently maintained.
12. Policy Compliance: Understand, model, and enforce River Bend Food Bank policies, procedures, and workplace expectations while promoting ethical conduct and accountability.
13. Lead by Example: Demonstrate a willingness to assist with warehouse operations, deliveries, food rescue, receiving, or other operational functions whenever needed to support the team and accomplish organizational objectives.
14. Continuous Improvement: Identify opportunities to improve operational processes, reduce waste, increase efficiency, and enhance accuracy while supporting a culture of innovation and continuous improvement.
15. Other Duties as Assigned: Perform additional responsibilities as needed to support the mission, goals, and operational success of River Bend Food Bank.

QUALIFICATIONS & ABILITIES

- High school diploma or an equivalent.
- Supervisory experience required.
- A minimum of 3 – 5 years of experience in a warehouse setting.
- Ability to complete forklift and ServSafe certification within 30 days or hire.
- Strong leadership skills with the ability to effectively communicate and promote team collaboration.
- Ability to work independently with minimal supervision.
- Excellent interpersonal and communication skills.
- Ability to multi-task and successfully meet goals and deadlines.
- Accurate data entry and basic math skills.
- Ability to occasionally travel out-of-town if required.
- Ability to work occasional evenings and Saturdays.
- Willingness to support the mission of the organization and to help end hunger in our area.
- Ability to understand and implement health department, Feeding America, OSHA, and AIB standards to ensure safe storage and distribution of food.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to walk and stand; use hands and fingers to feel; reach with hands and arms, including overhead and from the floor; bend, stoop, kneel or crouch; and speak and hear. The employee is occasionally required to climb or balance and taste or smell. The employee must regularly lift and/or move up to fifty pounds and occasionally lift and/or move over fifty pounds with assistance.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, with the ability to read from a computer or electronic device, read labels, and identify information, and to

safely operate a forklift and motor vehicle.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential function.

While performing the duties of this job, the employee is frequently exposed to outdoor weather conditions when loading/unloading products and occasionally during work-related travel. The noise level in the work environment is usually moderate and frequently loud during the movement of product.