



# White Rock Center of Hope

## **Weekend Food Pantry Operations Manager**

The White Rock Center of Hope cultivates hope through basic needs and personalized empowerment. Last fiscal year, Hope distributed more than 1,000,000 pounds of food to the East Dallas community.

### **Job Summary**

The Weekend Food Pantry Operations Manager provides leadership, oversight, and continuous improvement for White Rock Center of Hope's twice-monthly drive-thru food distributions, held on the 1st and 3rd Saturdays. This part-time role (approximately 20 hours per month) is responsible for end-to-end planning, operational execution, and volunteer leadership for large-scale distributions serving approximately 400 families per event.

The Manager leads and develops a high-performing volunteer team of 50–100 individuals per distribution, ensures operational excellence, maintains food safety compliance, and creates a welcoming, mission-driven experience for neighbors and volunteers alike. This role requires strong leadership judgment, proactive planning, and the ability to make real-time decisions in a dynamic, all-weather environment.

### **Schedule**

- Fridays before each 1st and 3rd Saturday: 12:30pm - 5:00pm (planning and preparation)
- 1st and 3rd Saturdays: 7:30am - 1:00pm (event leadership and execution)

### **Reporting Structure**

Reports to the Director of Neighbor Services and partners closely with the Volunteer Manager and other Hope staff.

### **Duties/Responsibilities**

#### **Program Planning & Operational Readiness – 30%**

- Lead planning and preparation for each distribution, ensuring alignment with program goals and expected neighbor volume.
- Design and refine distribution plans, including site layout, volunteer structure, and traffic flow.
- Oversee staging of food and supplies, ensuring organization, efficiency, and compliance with food safety standards.
- Assess inventory levels and collaborate with the Director of Neighbor Services to forecast needs and mitigate shortages or overages.
- Proactively identify risks and implement contingency plans to ensure smooth execution.

## **Event Leadership & Execution – 60%**

- Serve as the on-site operations leader, accountable for the success of each distribution from setup through breakdown.
- Direct, coach, and support a large volunteer workforce (50–100 volunteers), ensuring clear roles, strong engagement, and effective teamwork.
- Establish the pace and flow of distribution, making real-time operational decisions to optimize efficiency and equitable food allocation.
- Resolve operational challenges, volunteer concerns, and neighbor issues with professionalism, sound judgment, and responsiveness.
- Ensure strict adherence to food safety protocols and organizational standards.
- Cultivate a positive, mission-driven environment that promotes dignity, hospitality, and volunteer satisfaction.
- Coordinate cross-functionally with the Director of Neighbor Services and Volunteer Manager on escalations or complex situations.
- Oversee breakdown operations, ensuring the site is clean, organized, and reset for future use.

## **Program Improvement & Administration – 10%**

- Evaluate distribution outcomes and provide insights, reporting, and recommendations for continuous improvement.
- Identify opportunities to enhance efficiency, volunteer experience, and neighbor service delivery.
- Participate in staff meetings and organizational communications as requested.
- Maintain required certifications (Food Handlers, TEFAP, etc.) and ensure compliance with all relevant guidelines.
- Perform other duties as assigned to support program success.

## **Qualifications:**

- Strong alignment with Hope's mission.
- Proven ability to lead, motivate, and manage large, diverse teams in a fast-paced environment.
- Excellent communication, interpersonal, and decision-making skills.
- Demonstrated ability to think strategically while executing tactically in real time.
- Experience in operations, event management, volunteer coordination, or food distribution programs preferred.
- Ability to lift and move up to 50 pounds and to work outdoors in varying weather conditions.
- Required availability on all 1st and 3rd Saturdays and preceding Fridays.
- Food Handler certification (or willingness to obtain).