

Bidwell Pantry Position Description and Requirements

Position Title: Bidwell Pantry Manager

Location: Des Moines, IA

Reports to: Executive Director

Salary Range: \$48,000 - \$63,000

Position Purpose: The Bidwell Pantry Manager leads one of Iowa's most established and respected food assistance programs, serving our community since 1893. This position directs daily operations while fostering a positive, forward-thinking culture that reflects our values of dignity, respect, and compassionate service.

The ideal candidate is a skilled people leader who excels at developing staff, engaging volunteers, and creating structured, sustainable systems. They will build and maintain a calm, methodical work environment while managing a team of eight staff members and coordinating with our volunteer network to serve hundreds of families weekly.

This role demands a leader who understands the complexities of food insecurity and approaches challenges with emotional intelligence and strategic thinking. The Manager will implement best practices in food pantry operations, staff development, and team dynamics to strengthen our service delivery model.

Success in this position requires exceptional interpersonal skills, demonstrated ability to build high-performing teams, and commitment to professional growth at all levels. The Manager will create clear expectations, provide comprehensive training, and ensure accountability while maintaining an atmosphere of mutual support and shared purpose.

As a key member of Families Forward's leadership team, this position contributes to organizational strategy while upholding our mission of treating all community members with dignity and respect. The role requires someone who can balance operational excellence with compassionate leadership, ensuring our historic pantry continues its legacy of outstanding community service.

Essential Functions:

Management & Supervision

- Manages and supervises pantry staff, including scheduling, training, and performance management

- Collaborates with Director of Volunteer Engagement to ensure proper volunteer coordination
- Oversees client intake process and service delivery
- Conducts regular staff meetings and provides ongoing team development
- Assists in hiring and onboarding new staff members

Operations & Planning

- Manages daily pantry operations, including inventory control, food safety, and facility maintenance
- Orders and maintains appropriate stock levels of food and supplies
- Ensures compliance with food safety regulations and organizational policies
- Coordinates with food suppliers and community partners
- Maintains accurate records and prepares required reports
- Oversees proper data collection and reporting for client services

Community Relations

- Represents Bidwell Pantry at community events and partner meetings
- Builds and maintains relationships with community partners and donors
- Participates in food security initiatives and collaborations

Qualifications and Requirements:

- Associate's degree in a related field or a combination of education and experience
- 2-4 years management experience in food service, retail, or social services
- 2 years' experience supervising staff and working with volunteers
- Strong organizational and communication skills
- Proficiency in MS Office applications
- Ability to lift 50 pounds and perform physical tasks
- Valid driver's license and clean driving record
- Bilingual skills preferred
- Background check required

Physical Requirements:

- Standing/walking for extended periods
- Lifting and carrying up to 50 pounds
- Bending, reaching, and climbing stairs
- Operating standard office equipment

Working Conditions:

- 40 hours per week, Monday-Friday
- Some evenings and weekends as needed
- Work performed in warehouse/pantry environment
- Fast-paced, customer-focused setting

What We Offer:

- A supportive and collaborative work environment
- Opportunities for professional development
- Full benefits including, health, vision, dental, 401k match and more!

If you're ready to take on this rewarding challenge and make a positive impact in our community, we want to hear from you!

To Apply: Please submit your resume and a cover letter detailing your relevant experience to Suzanne Zutter – Suzanne@familiesforward.org.

Families Forward is committed to diversity, equity, and inclusion. We encourage applicants from all backgrounds to apply.