

Food Pantry Coordinator

What You'll Be Doing...

As a **Food Pantry Coordinator**, you will oversee the day-to-day food pantry operations and strategic coordination of programs that serve the Big Ivy Community Center's mission. Your primary responsibility will be to coordinate food distribution initiatives, community engagement activities, and administrative processes that ensure compliance, efficiency, and impact. This includes supervising food pantry volunteers, maintaining accurate reporting and financial records, and optimizing workflows for program delivery. You will collaborate with community partners, donors, and the Board of Directors to strengthen resources, expand programming, and uphold standards of dignity and confidentiality for all clients. Success in this role requires strong organizational skills, leadership experience, and the ability to translate operational needs into actionable solutions that drive sustainability and growth.

Food Pantry & Program Oversight

- Ensure compliance with Human Service Organization (HSO) standards, HIPPA standards, maintaining client dignity and confidentiality.
- Oversee food pantry operations, including Healthy Food Box and produce for MANNA, Walmart, and local donations.
- Manage food pantry volunteer training and program oversight for seasonal initiatives such as annual food drives and other community programs.

Community Engagement & Reporting

- Lead community food pantry engagement activities and compile monthly reports and compliance documentation.
- Work with Buncombe County community partners, ensuring accurate reporting and collaborative program execution.
- Develop and maintain relationships with sponsors, donors, and contributors to support program funding and growth for the food pantry.
- Create and administer surveys to assess community needs and program effectiveness for the food pantry.

General Operations & Administration

- Manage food pantry office communications.
- Prepare board reports, coordinate meetings, and ensure compliance with governance requirements.
- Oversee procurement program supplies, including food pantry and farm partnership orders.
- Work with the Board Treasurer when needed.
- Attend marketing events and continuing education pertaining to position when needed.
- Cross training with Community Center Coordinator as needed and directed by the Board of Directors.
- Other additional duties as needed and directed by the Board of Directors.

Staff & Volunteer Management

- Recruit, train, and supervise food pantry volunteers to ensure operational excellence and program success.
- Document and update protocols, guidelines, and policies for all BICC food pantry programs and operations.
- Drive new program development, fundraising initiatives, and community resource creation for the food pantry.
- Oversee property maintenance, cleaning, and organization to ensure a safe and welcoming environment of food pantry.

What We're Looking For...

You are an organized and mission-driven leader with a strong background in operations management and community-focused programs. You bring experience overseeing complex workflows that involve food distribution, volunteer coordination, and administrative compliance. Your approach balances strategic thinking with hands-on execution—ensuring programs run smoothly while maintaining the highest standards of dignity and confidentiality for clients. You excel at managing multiple priorities, from financial oversight and reporting to donor relations and community engagement, and you thrive in environments where adaptability and resourcefulness are key. Your communication style fosters collaboration across staff, volunteers, board members, and community partners, and you lead with integrity, accountability, and a commitment to service. You are passionate about building systems that strengthen community impact and sustain organizational growth.

You'll Need to Have...

- High School Diploma or equivalent experience.
- Valid North Carolina driver's license and insurance as required by the State of North Carolina.
- Reliable transportation and the ability to travel occasionally within the region.
- Reliable cell phone and willingness to use it to perform duties.
- Ability to work closely with the BICC Board and the other BICC personnel.
- A passable criminal background check and drug screen.

Even Better If You Have One or More of the Following...

- Experience in food distribution program management or an equivalent combination of education and experience.
- Considerable knowledge of complex program management and computer proficiency.
- Ability to communicate effectively orally and in writing and deal tactfully with the public.
- Ability to establish and maintain an efficient, orderly, and professional office environment.
- Ability to make mathematical calculations accurately and at an acceptable speed.
- Ability to prioritize concurrent demands, work independently, and maintain accurate and complete files.

Where and When You Will Be Working...

In this fully on-site position, you will work from the Big Ivy Community Center to oversee daily operations and program administration. Your presence on the grounds is essential for supervising programs, coordinating volunteers, and ensuring smooth execution of community services.

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This is a fully on-site position. You will work from the Big Ivy Community Center Food Pantry to oversee day-to-day operations. Your presence on the grounds is essential for supervising programs, coordinating volunteers, and ensuring smooth execution of community services. The standard schedule is a 20-hour work week at 20 an hour, with the on-site schedule established by BICC based on program, facility, and community needs. Occasional after-hours work may be required for board meetings, rentals and special events; compensatory time will be provided for these activities. This is an entry level position with the possibility of growth in position and pay.

Physical Expectations for This Role...

- While performing the duties, the employee will be required to sit, climb, stand, talk, see, hear, walk, handle objects and tools, use standard keyboards or office equipment, and reach with hands and arms.
- The employee must routinely lift and/or move objects up to 50 lbs. On occasion, lifting heavier items may be required as part of event or facility operations.
- Reasonable accommodation may be made to enable individuals with disabilities to perform essential job functions and duties.
- Specific vision and hearing abilities required by this job include close vision and hearing with the ability to adjust focus.
- Driving an ATV/UTV/Telehandler/Boxtruck.

Aligned with Big Ivy Community Center's Mission

Enhance the quality of life for all ages by providing an environmentally sound facility for education, recreation, celebration, and locally based human services in order to increase opportunities for personal and community growth within our community.