



Reach Out Lakota

Community Pantry Serving West Chester & Liberty Townships

Reach Out Lakota Operations Manager Job Description

General Description of Duties

The Operations Manager is responsible for overseeing the day-to-day operational functions of Reach Out Lakota (“ROL”), a food and clothing pantry. This role is crucial in ensuring that ROL’s services, programs, volunteers, and resources are aligned with our mission and that we continue to operate effectively and efficiently.

Reporting Relationship

- This position reports to the Executive Director

Job Duties & Responsibilities

The Operations Manager is responsible for ensuring that all internal processes run smoothly and for overseeing and managing key functions of the Food and Clothing departments, which are led by volunteers.

Key Responsibilities include:

- Support and manage volunteers - including recruiting and retention efforts, leading tours, training and scheduling; meet regularly with key volunteers.
- Coordinate, track, and lead efforts to increase food drives and clothing donations from the community. Establish and maintain working relationships with community organizations, churches, and companies that do collections.
- Food Department - In collaboration with ROL’s Food Coordinator as lead person, responsible for the collection, inventory, and distribution of perishable and non-perishable food items, personal care items, and household cleaning supplies. Also oversee database management for inventory of items that are donated and purchased.
- Clothing Department - In collaboration with ROL’s Clothing Coordinator as lead person, responsible for the collection, inventory, and distribution of clothing.
- Special Annual Programs (Back to School, Holiday Toys) - Assist with program planning and tracking on an as-needed basis, as directed by Special Program Coordinators as lead persons. Assist with database management and on-site client services during events.

Other Responsibilities include:

- Direct social media and website management; maintain and broaden social networking to garner support for our mission.
- Serve as a resource coordinator for ROL clients. Gain knowledge of other available community resources and provide referrals and information to support any area of need or interest (e.g. free and reduced lunch program, workforce training, etc.).



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- Maintain facility, including exterior/interior signage, schedule preventive maintenance, and hire service providers as needed.

Qualifications

- Prefer at least three years of experience in non-profit operations, volunteer management, project management, or similar role
- Strong interpersonal skills, ability to collaborate with varied personalities, and conflict resolution
- Strong organizational, time management and problem-solving skills
- Proficient in Microsoft Office suite, Canva, and social media
- Exceptional computer skills and ability to learn databases

Education

- Bachelor's degree (preferred but not required) in business administration, communications, non-profit management, retail management, or related skill sets
- Experience in non-profit is a plus

Type of Employment

- Full time
- Occasional evenings and Saturdays
- Some flexible work hours and hybrid teleworking opportunity for work/life balance
- Paid vacation days, plus other paid time off including annual paid Winter Break and Spring Break

Compensation

- Salary starting at \$50,000. Based on experience and qualifications.

How to Apply

Submit a resume and cover letter to brenda@reachoutlakota.org. Please include Operations Manager Application in the subject line.

1/14/26