

Food Pantry & Warehouse Manager (Full-Time, Salaried)

Be Part of Something That Matters

At West Suburban Community Pantry (WSCP), our mission is simple but powerful: to ensure our neighbors have access to nutritious food in a way that honors dignity, choice, and respect.

Every day, we serve individuals and families facing food insecurity—and we rely on compassionate, committed team members to make that possible. We are seeking a **Food Pantry & Warehouse Manager** who is not only skilled in operations, but deeply motivated by service, community, and impact.

If you're someone who thrives in a hands-on, people-centered environment and believes in meeting others with empathy and respect, we'd love to meet you.

About WSCP:

For more than 30 years, the Pantry has ensured families in our community receive the nutrition and support they need to lead full lives. Serving DuPage and Will counties, approximately 1,000 families a week, we break down barriers to food access and help people build a path to stability. Located in Woodridge, we operate an in-person pantry, online market and offer support services to assist neighbors in accessing additional benefits. Last year WSCP provided 3.9 million pounds of food, of which 44% was fresh produce.

Your Impact

In this role, you will help shape the daily experience of thousands of neighbors and volunteers.

People Management and Service Responsibilities:

- **Create a dignified and welcoming experience** for every neighbor who walks through our doors, helping set the tone for respectful, inclusive service
- **Lead and support a small team**, providing regular check-ins, coaching, performance feedback, and goal setting
- **Manage, train, and support volunteers**, helping onboard new volunteers, answer questions, and identify opportunities for them to contribute
- **Handle challenges with empathy and professionalism**, including resolving conflicts and addressing escalated concerns from neighbors or volunteers

Operational Responsibilities:

- **Oversee daily operations** of the lobby, in-person market, and warehouse—including opening/closing procedures, registration flow, stocking, and maintaining clean, safe, and organized spaces
- **Supervise and guide daily assignments**, ensuring staff and volunteers are clear on priorities and working together effectively
- **Manage inventory flow and warehouse coordination**, including overseeing product movement, storage, and placing weekly food orders
- **Maintain pantry systems and data**, including supporting the client database and troubleshooting issues as they arise
- **Ensure facility operations run smoothly**, coordinating facility and equipment maintenance, managing vendors, ordering supplies, and monitoring expenses
- **Promote a culture of safety**, training staff on safety procedures, and maintaining compliance

Additional Responsibilities:

- **Adapt to changing needs**, stepping in wherever needed—from supporting busy service days to helping with deliveries or special events

Who You Are

You are someone who leads with both heart and structure—comfortable balancing people, processes, and purpose in a dynamic environment.

You bring:

- Experience in operations, logistics, retail, warehouse, or nonprofit work (2+ years)
- Experience supervising staff or volunteers (**volunteer management experience strongly preferred**)
- A deep respect for working with diverse communities
- Strong organizational, problem-solving and conflict resolution skills
- Clear and compassionate communication

- Ability to use various computer programs including Microsoft Office and databases
- **Flexibility and resilience—you adapt easily and stay grounded in environments that change day to day**
- **A willingness to jump in wherever needed and approach challenges with a positive, solutions-focused mindset**

Experience in a food pantry or other charitable food program is a plus, but not required.

Work Environment

This is an active, hands-on role in a fast-paced, ever-changing environment. No two days are the same—and that’s part of what makes the work meaningful.

You’ll move between office, market, and warehouse spaces, with:

- Frequent walking, lifting (up to 50 lbs), and physical activity
- Work in varying temperatures, including freezers and seasonal conditions
- Use of equipment such as pallet jacks

A valid driver’s license is required, with the ability to operate a cargo van or box truck (non-CDL Class C license should be obtained within 6 months of employment).

Schedule & Benefits

Full-time (40+ hours/week), Tuesday to Saturday with varying hours to be discussed with supervisor. (Flexibility is important to meet changing needs and occasional events.)

We offer:

- Paid time off and holidays
- Medical, dental, and vision insurance
- Simple IRA retirement plan

Salary Range: \$55,000-\$65,000

Join Us

If you're looking for more than just a job—if you want to be part of a team that shows up for the community every day—we encourage you to apply.

Submit your resume via:

- Email: pmatsushima@wspantry.org
 - Mail or in person: 6809 Hobson Valley Drive #118, Woodridge, IL 60517
 - Or apply online: <https://www.ziprecruiter.com/job/4f25b6af>
-

Equal Opportunity Employer

West Suburban Community Pantry is committed to building an inclusive, respectful workplace where all are welcomed and valued.