

The Mount Kisco Interfaith Food Pantry is now



Director of Operations and Programs

Full-time, Exempt \$80,000 - \$85,000

About the Pantry

The Pantry provides in-person, choice food distributions three times a week and home deliveries every other week. We are dedicated to nourishing our neighbors in need and envision a northern Westchester community where everyone has enough nutritious food and the opportunity to thrive. Each week, our staff and volunteers welcome and serve an average of 700 households with dignity, respect, and compassion.

Position Summary:

The Director of Operations and Programs is responsible for the efficient and effective day-to-day operations of the food pantry, ensuring the seamless delivery of high-quality food assistance services to approximately 700 households per week. This role requires strong leadership, organizational, and problem-solving skills to manage a team of 4 paid staff; oversee 200+ volunteers through the Volunteer Manager to ensure coverage across receiving, stocking, distributions, and home delivery; and all aspects of pantry operations, including inventory management, food distributions, vendor relationships, community and guest programming, facility management, and associated technology.

Leadership

- Provide day-to-day leadership for pantry operations; set weekly priorities and align staffing and volunteers with service needs.
- Develop sourcing plans (purchased, donated, and rescued) and strengthen vendor and farm partnerships to improve variety and value.
- Plan and manage the operations/programs budget; monitor expenses and recommend adjustments within funding and food-credit limits.
- Improve processes and workflows (receiving, storage, staging, inventory) for efficiency and a positive guest experience.

Pantry Operations

Inventory, Ordering, Intake, Distributions, Facilities

- Oversee the ordering, receipt, storage, and distribution of 1 million pounds of food annually.
- Implement and maintain an efficient inventory tracking system.
- Oversee deliveries from vendors, food-rescue partners, in-kind donations, and food drives.
- Ensure proper food safety and handling procedures are followed.
- Oversee restocking to ensure proper storage and availability.
- Ensure a guest-centered and dignified distribution environment with a guest choice model.
- Maintain a safe, clean, organized environment for guests, volunteers, and staff. Oversee Pantry facility and equipment maintenance and repairs.

Community & Guest Programs

- Collaborate with Programs & Community Engagement Manager on guest-supported programming and Pantry tabling events.

Technology, Data, Reporting, Expense Management

- Implement and utilize technology to improve operational efficiency, management reporting, and client services. (databases, spreadsheets, shared drives, Google Workspace)
- Develop and maintain reporting systems to communicate critical performance metrics and data to internal and external stakeholders.
- Monitor and report on monthly spending and coordinate with senior leadership to optimize budget, grants, and food credits.

Skills & Qualifications

Experience & Skills

- 5+ years in food or nonprofit operations, pantry/food-bank, food service, supply/logistics.
- Preferred experience in food logistics, including ordering, receiving, and inventory control.
- Experience supervising staff, working with volunteers, and leading small teams in a fast-paced setting.
- Food expense and budget management experience.

Technical Skills

- Proficient with Google Drive, Microsoft Office, spreadsheets/email, and inventory systems.
- ServSafe Certification (within 60 days).
- Bilingual in English and Spanish - required.

Education & Requirements

- Bachelor's Degree or equivalent work experience.
- The ability to work the following hours on-site weekly:
 - Tuesdays: 8:00 a.m. – 7:15 p.m. (on-site/in pantry)
 - Wednesdays: 8:00 a.m. – 6:15 p.m. (on-site/in pantry)
 - Every other Thursday: 8:00 a.m. – 12:00 p.m. (on-site/in pantry)
 - Fridays: 8:00 a.m. – 1:00 p.m. (on-site/in pantry)

*Additional weekly hours may be completed virtually or at our offices.
- Ability to lift 50 lbs and stand for extended periods during distributions.
- Must be legally eligible to work in the United States.

Compensation & Benefits

\$80,000-\$85,000 commensurate with experience, 401(k), generous PTO.

To Apply: Please email your résumé and a brief cover letter to HR@thepantryny.org with the subject: "Director of Operations & Programs – Your Name."

EOE — all backgrounds & lived experiences welcome.