



Position Description

Program	Feeding Champlain Valley (FCV)
Title	Food Shelf Supervisor
Reports to	Food Service Manager
Supervises	Intake Coordinator and Receiving & Distribution Coordinator
Remote / Hybrid	On-site Direct Service Position

Job Summary

The Food Shelf Supervisor oversees the distribution of food and food shelf services and is responsible for day-to-day management of the food shelf. The position oversees volunteers and intake staff, including the Intake Coordinator and the Receiving & Distribution Coordinator.

Summary of Essential Job Functions

- Oversee distribution of food directly to food shelf visitors, following established policies and procedures.
- Supervise Intake Coordinator and cover for the position in its absence.
- Promote staff wellness and resilience through supportive leadership.
- Oversee required documentation related to client's eligibility and confidentiality.
- Prepare statistical reports on food shelf use according to predetermined reporting guidelines.
- Manage movement of food in the food shelf including oversight of sorting food and stocking shelves.
- Operate fork trucks (powered industrial vehicles) to safely transport, load, and unload materials.
- Utilize hydraulic jacks to lift, position, and secure heavy equipment or materials.
- Conduct daily pre-operation inspections of fork trucks and hydraulic equipment.
- Accurately move and handle inventory while minimizing damage and maintaining efficiency.
- Follow all safety protocols and guidelines when operating material handling equipment.
- Collaborate with warehouse or production teams to support workflow and material movement.
- Report equipment malfunctions, safety hazards, or maintenance needs promptly.
- Conduct and oversee 3SquaresVT outreach and assistance.
- Supply information and assistance to people in need and make referrals to other service providers as appropriate.
- Work with Procurement and Maintenance Supervisor to ensure food shelf is continually stocked including staple items, TEFAP and fresh and diverse food options.
- Supervise the Receiving and Distribution Coordinator and cover for the position in its absence.

- Work with Food Service Manager and Procurement and Maintenance Supervisor to ensure food is ordered and picked up. Work with FCV team to expand food rescue and food drives.
- Manage customer service and resolve conflicting situations in food shelf.
- Ensure that the food shelf is accessible for New Americans, people living with disabilities, people who are experiencing homelessness, or are otherwise marginalized.
- Work with CVOEO IT to manage the intake “PantrySoft” software, ensure system is updated and reporting delivered on time.
- Manage the “Check Out” system, working with the Intake Coordinator to ensure coverage from volunteers and staff and cover desks when appropriate.
- Liaison with CVOEO programs and other community organizations.
- Work with other pantries and anti-hunger organizations representing CVOEO. Provide presentations, storytelling, and meet with donors when appropriate.
- Oversee volunteers in the food shelf, including interns, and work closely with the Volunteer Coordinator to make sure the market is stocked with food and appropriate helpers.
- Work closely with other positions that report to the Food Service Manager who assists in the food shelf, including the Food Rescue Coordinator who is charged with stocking; and the Maintenance Coordinator who is responsible for working at the intake desk periodically.
- Participate in staff and training meetings for FCV.
- Other duties as requested.

Minimum Requirements

- Bachelor’s degree in business, human services, or related field, or equivalent experience, with 2-4 years of relevant experience; supervisory experience is preferred.
- Familiarity with services of other community social services and their eligibility requirements.
- Commitment to valuing diversity and contributing to an inclusive working and learning environment.
- Valid fork truck (forklift) certification in accordance with OSHA standards
- Certification or documented training in safe use of hydraulic jacks within the first 90 days.
- Ability to safely operate material handling equipment in a fast-paced environment.
- Basic knowledge of workplace safety procedures and hazard recognition.
- Ability to lift/move materials and work in an industrial or warehouse setting.
- Effective organizational, administrative, and basic supervisory skills.
- Effective verbal and written communication skills required bilingual abilities are a plus.
- Demonstrated proficiency in Microsoft Office and general computer applications, including databases, email and internet-based tools.
- Ability to work pleasantly and effectively with the public, staff, volunteers, and organizations.
- Ability to work in sometimes stressful work environment.
- Ability to perform significant lifting and moving of food items and to complete basic housekeeping and facility- maintenance tasks.
- Willingness to work flexible hours including evenings and weekends as required.
- Clean driving record, valid driver’s license, and access to reliable transportation must be maintained and ability and willingness to travel within the CVOEO service area.
- Ability to uphold and follow safety standards

Abilities Required/Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. CVOEO will make reasonable accommodations to enable individuals with disabilities to perform these functions.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

HR use only			
Union Status	Non-Union	Hiring Pay Range	\$29.63 - \$31.46 / hour
FLSA Status	Non-Exempt	Last Revised	August 2026



Physical Demands: Feeding Champlain Valley Food Shelf Supervisor

The physical demands described here are representative of those that an individual must meet in order to successfully perform the essential functions of this job. CVOEO will make reasonable accommodations to enable individuals with disabilities to perform these functions.

In an 8- hour workday, this job requires:

N = Never (0 hours per day)

R = Rarely (less than ½ hours per day)

O = Occasionally (½ to 2.5 hours per day)

F = Frequently (2.5 to 5.5 hours per day)

C = Continually (5.5 to 8 hours per day)

Lifting/Carrying (Amount of force exerted to lift and/or carry)

1 – 10 lbs. (circle one):	N	R	O	F	C
11 – 20 lbs. (circle one):	N	R	O	F	C
21 – 35 lbs. (circle one):	N	R	O	F	C
36 – 50 lbs. (circle one):	N	R	O	F	C
51 – 75 lbs. (circle one):	N	R	O	F	C
76 – 100 lbs. (circle one):	N	R	O	F	C

Pushing/Pulling (Amount of force exerted to push and/or pull)

1 – 10 lbs. (circle one):	N	R	O	F	C
11 – 20 lbs. (circle one):	N	R	O	F	C
21 – 35 lbs. (circle one):	N	R	O	F	C
36 – 50 lbs. (circle one):	N	R	O	F	C
51 – 75 lbs. (circle one):	N	R	O	F	C
76 – 100 lbs. (circle one):	N	R	O	F	C

Postures/Movements

Sitting (circle one):	N	R	O	F	C
Standing (circle one):	N	R	O	F	C
Walking (circle one):	N	R	O	F	C
Stooping, kneeling, crouching (circle one):	N	R	O	F	C
Reaching and/or grasping (circle one):	N	R	O	F	C
Hand/finger dexterity (circle one):	N	R	O	F	C
Climbing and/or balancing (circle one):	N	R	O	F	C
Carrying, pushing and/or pulling (circle one):	N	R	O	F	C

Cognitive/Sensitive

Talking (circle one):	N	R	O	F	☒ C
Hearing (circle one):	N	R	O	F	☒ C
Sight (acuity) (circle one):	N	R	O	F	☒ C
Touch (circle one):	N	R	O	F	☒ C
Smelling/tasting (circle one):	N	R	☒ O	F	C

Occupational Aspects/ Work Environment
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. C.V.O.E.O. will make reasonable accommodations to enable individuals with disabilities to perform these functions.

Working Inside (circle one):	N	R	O	F	☒ C
Working Outside (circle one):	N	☒ R	O	F	C
Changing Temperatures (circle one):	N	☒ R	O	F	C
Wet/Humid Conditions (circle one):	N	☒ R	O	F	C
Confined Spaces (circle one):	N	R	☒ O	F	C
Use of computer (circle one):	N	R	O	☒ F	C
Weekend/evening (circle one):	N	☒ R	O	F	C
Areas of dust, odors, mold (circle one):	N	☒ R	O	F	C
Mechanical, electrical hazards (circle one):	☒ N	R	O	F	C
A flexible work schedule (circle one):	N	R	☒ O	F	C
Fast paced and deadline oriented (circle one):	N	R	☒ O	F	C
Warehouse environment, may be noisy (circle one):	N	☒ R	O	F	C
Collaborating and working with others (circle one):	N	R	O	F	☒ C
Travel time, with occasional overnight stays (circle one):	N	☒ R	O	F	C
Work independently and with minimal supervision (circle one):	N	R	O	☒ F	C

Other Aspects

Infectious Agents (circle one):	N	☒ R	O	F	C
Chemicals (circle one):	N	☒ R	O	F	C

Employees must support C.V.O.E.O.'s mission consistently while performing their duties and while assisting C.V.O.E.O. in achieving the strategies and outcomes of our strategic plan. They must fulfill their individual responsibility to communicate suggestions, ideas, improvements and other constructive feedback to management. Additionally, every employee is responsible for following the guidelines set forth in the Employee Handbook,

The above is intended to describe the general content of, and requirements for the performance of this job. It is not intended to be construed as an exhaustive statement of duties, responsibilities or requirements.

This job description reflects C.V.O.E.O.'s best effort to describe the essential functions and qualifications of the position described. This is not intended to be a contract for employment and either you or the employer may terminate employment at any time, for any reason. Your signature indicates that you have read this job description and understand the essential functions and essential qualifications of the position. You will be evaluated, in part, based upon your performance of the tasks listed in this job description.

Employee Printed Name: _____ Date: _____

Employee Signature: _____

