



## Position Announcement: Program Manager - Distribution

### About WestSide Baby

[WestSide Baby](#) (WSB) envisions a day when every child is equipped with the basic items they need to grow into healthy, happy, and resilient members of our community. In partnership with our community, we provide essential items to local children in need by collecting and distributing diapers, clothing, and equipment. Grounded in the values of humanity, intentionality and resilience, our work focuses on community partnerships, advocacy, and distribution of diapers and other essential items.

Founded in 2001, WestSide Baby is a 501(c)(3) organization and a proud member of the National Diaper Bank Network. WestSide Baby meets the basic needs of children to promote safety, security, and healthy development.

WestSide Baby operates a diaper bank, distributing over 2 million diapers per year to families in need throughout King County. We also receive donations from the community for essential items appropriate for children ages 0-12, including clothing, toys, books, bottles, formula, car seats, pack 'n plays, and high chairs. Staff and volunteers carefully check and sort donations and distribute them directly to 100+ partner agencies, who are experts in areas of early learning, parental support, and healthcare and who work authentically and directly with families and children.

Each year WestSide Baby distributes over \$3 million in clothing, diapers, safety equipment, and other items to children across more than 80 zip codes.

### About the Position

We are looking to add a program management leader who is excited about our mission and looks forward to stepping into a central role on our team. We value talents as much as training and lived experience as much as education. If you see yourself in this role, we strongly encourage you to apply, even if you have not held a similar title before.

**The primary responsibilities of the Program Manager – Distribution are to manage WestSide Baby's Provider Partner Network and to execute the weekly distribution process. The Program Manager will build and steward relationships with provider partners to ensure that WestSide Baby services meet the needs of underserved families with a high level of quality and dignity.** Additionally, the Program Manager will constantly refine and implement process improvements to maximize efficient and equitable distributions and program outcomes.

Ideal candidates are warm, enthusiastic, and collaborative, and enjoy handling many tasks at one time. We are looking for someone who is adaptive to change, with strong attention to detail, the ability to work independently, and a desire to be liaison to over 100 provider partners and central to executing on WSB's mission.

## Responsibilities

### ***Distribution System and Logistics Management*** (~65%)

- Oversee WestSide Baby's distribution operation with an emphasis on warehouse management and provider/recipient experience.
- Organize and administer the distribution of over 400 orders per week with the support of volunteers and interns.
- Facilitate and lead weekly Provider Pickups, prioritizing customer services, troubleshooting and quality control.
- Develop and implement distribution policies, procedures, as well as provider agreements and expectations.
- Respond to provider inquiries regarding distribution logistics and WSB's ordering system.
- Update inventory, create/steward provider accounts, enter data, run reports and manage customer experience via WSB Salesforce and Calendly accounts.

### ***Provider Partner Engagement*** (~20%)

- Develop and maintain provider partner engagement strategies to maximize impact for recipient families.
- Cultivate provider partner relationships through outreach, oversight, trainings and small events.
- Lead agency selection process and onboard new partners, as applicable.
- Oversee agency communication strategy, including bimonthly provider newsletter.
- Manage special projects as they relate to provider activity, partner/recipient satisfaction, inventory control and other distribution-related trends.

### ***General Support of Program Operations*** (~15%)

- Lead volunteer shifts to maximize order filling and sorting of collections.
- Support incoming/outgoing collections and inventory by loading/unloading trucks, sorting items and pallet-staging, as needed.
- Provide reception support, offer tours and engage meaningfully with donors, volunteers and other organizational constituents.
- Regularly meet as a team to review priorities, set goals and offer/accept feedback.
- Provide support for organizational events, including but not limited to setup, day-of facilitation, clean-up and warehouse reset.
- Performs other related duties as assigned.

## Qualifications

- Outstanding customer service and interpersonal skills, with a track record of developing and maintaining strong working relationships among diverse groups of stakeholders.
- Expert time management and organizational skills, with a keen sense of space management and process improvements in a fast-paced environment.
- Strong communication skills, both written and verbal.
- Proven ability to work successfully in a dynamic, collaborative, team-oriented organization.
- Highly motivated, resourceful, and flexible.
- A commitment to child well-being and the willingness to learn and stay current on best practices for equipment use.

- Proficient with SalesForce, MS Office Suite, and other software.
- At least two years of related experience required.

## Physical Requirements

The physical demands and work environment described must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable to individuals with disabilities who are otherwise qualified to perform the essential functions.

- Must be able to physically stock shelves, move goods from one location to another and load and unload products; able to lift 30 lbs. repeatedly; able to lift up to 60 lbs. with the use of proper machinery such as a hand truck.
- Work involves standing, walking, stooping, lifting heavy objects, reaching, sitting, bending, kneeling, climbing, grasping, hearing, using hands to handle, feel or operate objects, and reaching with hands and arms.

## Compensation, Benefits, & Working Environment

The position's compensation is \$65,000 – \$70,000 per year for a 40-hour work week. This is a flexible, salaried position. WestSide Baby offers medical, dental, and vision benefits; generous paid time off and holidays; and a 403(b) retirement plan.

WestSide Baby is a parent-friendly, mental health friendly workplace. You may work with the Program Director to set a flexible, regular schedule, with the opportunity to 'flex' your hours as needed. WestSide Baby provides technology and supplies to support remote work.

## Application Instructions

To apply please send your resume and your answer to the following questions to [employment@westsidebaby.org](mailto:employment@westsidebaby.org) with the position title in the subject line: Tell us why you want to work at WestSide Baby. What is it about our mission that speaks to you?

Applications received before May 26<sup>th</sup> will be prioritized. Interviews will be conducted in late May and early June. We expect this position will start in July 2025.

*WestSide Baby is an equal opportunity employer. We are committed to building a team that represents the community we serve. People of color, of any sexual orientation or gender identity, from under-represented communities, and people with diverse life experiences are **encouraged** to apply.*