



Position Announcement: Operations Manager

About WestSide Baby:

Founded in 2001, WestSide Baby (WSB) is a 501(c)(3) organization and a proud member of the National Diaper Bank Network. WestSide Baby 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.

WestSide Baby operates a diaper bank, distributing over 2 million diapers per year to families in need throughout Western 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 highchairs. 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. These professionals get the items the children need, and WestSide Baby can focus on collecting the essential items.

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:

The Operations Manager manages warehouse operations and key program functions that enable WestSide Baby's mission to make a meaningful impact for 30,000 unique children annually.

Overseeing donation logistics, warehouse capacity, and distribution outcomes, this role develops and executes WSB's annual program strategy in coordination with Program Managers and staff leadership. This includes overseeing program admin, improving processes and supply chain solutions, supervising Program Managers, as well as stewarding budgets and inventories. Through a lens of data-driven strategy and outcomes evaluation, this role will manage WestSide Baby program logistics to ensure families and communities receive high-quality basic need items efficiently, effectively, and equitably.

This full-time, exempt, salaried position reporting to the Executive Director and is primarily on-site (80%+) at our location in White Center, Seattle. 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.

Responsibilities:

Strategy, Administration, & Management (10%)

- Develop and implement annual strategic initiatives and program-related budgets in partnership with Executive Director.
- Oversee execution of all warehouse strategies, logistics, and safety protocols, including distribution, volunteer, and supply chain operations.
- Maximize program effectiveness by innovating and refining warehouse systems.
- Collate, interpret, and report program impact data to WSB staff and Board of Directors.

- Collaborate with development team to leverage funding opportunities that enhance operations and community impact, including leading warehouse set-up for fundraising (ex. Annual Fundraiser) and community events (ex. Sip & Sort volunteer program).
- Represent program team in leadership team and key stakeholder/donor meetings.

Supply Chain & Warehouse Strategy (50%)

- Oversee collection, inventory, and distribution processes, including management of all Program Managers responsible for each individual warehouse's operations.
- Optimize warehouse spaces to accommodate a fast-paced, safety-first warehouse environment, including incoming donations, product deliveries, outgoing provider orders, and the development and execution of safety protocols.
- Ensure proper execution of item collection strategies, including related policies, procedures, signage, and orderliness.
- Develop and implement purchasing strategies that align with budget and warehouse capacity; manage WSB program inventory, including systems, purchase projections, and data processing.
- Develop and implement warehouse receivables plan for goods deliveries; place large scale orders per WSB program strategy and budget.
- Establish and maintain relationships with vendors, including disposal/recycling and key in-kind relationships.
- Lead annual and audit process, preparing inventory for 3rd party auditor.

Distribution Program & Strategy (25%)

- Supervise and collaborate with Distribution Manager to develop the strategy, impact goals, and execution of WSB's distribution program based on community need, inventory, and budget.
- Support distribution and ordering system improvements that reflect equitable distribution practices.
- Synthesize feedback and support Distribution Manager in refining program operations.
- Assist in Distribution Warehouse, as needed.

Volunteer Engagement Program & Strategy (15%)

- Supervise and collaborate with Volunteer Manager to develop the strategy, impact goals, and execution of WSB's volunteer program, prioritizing volunteer satisfaction and productivity.
- Support the supply-chain of incoming item donations and order processing, including overseeing the strategy and execution of volunteer groups
- Synthesize feedback and support Volunteer Manager in refining program operations.
- Assist in Volunteer Warehouse, as needed.

Qualifications:

- Strong leadership skills and ability to work independently and successfully in a dynamic, collaborative, team-oriented organization.
- Excellent organizational skills and attention to detail, with a keen sense of space management and system efficiency.
- Excellent time management, prioritization, and problem-solving skills.
- Strong program/partner development and stewardship skills.
- Strong communication skills – written, verbal, and interpersonal.
- Highly motivated, resourceful, flexible, and possessing a can-do approach to work.
- Proficient with Microsoft Office Suite or related software. Experience with Salesforce a plus.
- Ability to interpret data and drive strategy based on findings.
- Forklift experience preferred but not required; willingness to learn required.
- At least two years' experience working in non-profit management, preferably in the human services sector, including supervision of direct reports and/or volunteers.

- At least one year's experience with setting and implementing strategic initiatives that resulted in a measurable impact.
- Experience working within supply-chain, inventory, and social service agencies strongly preferred.
- Education or experience in program evaluation and reporting.

Physical Requirements:

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

- Must be able to physically move goods from one location to another, as well as load and unload products; must be able to lift 30 lbs. repeatedly; must be able to lift 60 lbs. or more with the use of proper machinery, such as a hand truck, pallet-jack and/or forklift.
- Prolonged periods of sitting at a desk and working on a computer viewing monitor/lit screen.

Compensation & Benefits

This is an exempt, salaried position. The position's compensation is \$82,000 - \$85,000 per year. WestSide Baby currently offers full medical, vision, and long-term disability benefits for full-time staff; voluntary dental and life insurance; an FSA; generous paid time off and holidays; and a 403(b) retirement plan, with the possibility of up to 2% employer contribution.

WSB currently covers 14 holidays, 15 PTO days, 12 sick days, your birthday or a day in the week of your birthday, 4th Fridays off, and a 'summer slowdown' in August (all Fridays off).

WestSide Baby is a parent-friendly, mental health friendly workplace. You may work with the Executive 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

Please send your resume and answers to the following questions to 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?
- What excites you about this position?

Applications received before August 20th will be prioritized. Interviews will be conducted during August and September. We expect this position will start in September or October 2026.

*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.*