



Job Description

Job Title: Director of Operations
Reports To: Co-CEO
FLSA Status: Exempt

Prepared By: HR Manager
Approved By: Co-CEO
Pay Rate: \$87,500.00 Annual Salary

POSITION SUMMARY

Responsible for the overall management, direction, coordination and control of all distribution center operations (e.g., vehicle fleet, building maintenance and occupational safety). Drive execution and effectiveness of the food bank operation by leveraging strong inventory management practices and logistic processes.

The following is a list of major duties and responsibilities for this position. It is not all-inclusive. Other duties and responsibilities may be added as needed and, in addition, management as appropriate may modify this job description. This position is considered a safety sensitive position.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- 1. Directs the distribution center to ensure quality and compliance expectations are met with high standards.**
 - Create, implement and evaluate policies, procedures and plans necessary to ensure contract and audit compliance with Feeding America and AIB standards (e.g., Warehouse, Storage & Distribution Capability, Safety, Sanitation, Food Safety & Handling, Product Record Keeping and Inventory Control, Pest Control, Receiving and Shipping Practices, Compliance with Governmental Regulations, Salvage Handling).
 - Oversee all aspects of USDA program (e.g. menu, ordering, reporting, agency allocations & compliance)
 - Serve as agency liaison to CAFB, USDA, Feeding America and others related to acquisition, storage and distribution of donated, purchased and other product (e.g. Farm to Family, Cluster Choice).
 - Controls quality, cost of production, inventory, shipping and receiving through appropriate subordinates.
 - Oversees the maintenance, security and protection of buildings, fleet, and equipment.
- 2. Provide leadership and oversee training of Distribution Center Employees/Volunteers.**
 - Partner with Human Resources on matters of personnel performance, hiring/promotions/demotions/terminations.
 - Ensures timely and responsive coaching and corrective action is administered when needed.
 - Participates directly in the conduct and application of personnel policies and labor relations
 - Supervise and enforce employee policies and practices for paid and unpaid staff.
 - Captain the workplace/occupational safety training/programs.
 - Ensure that all distribution center staff and volunteers adhere to Feeding America food safety/handling and other relevant procedures.

- Provide team building and ensure timely recognition for paid and unpaid staff.

3. Analyze, establish and manage budgetary/reporting responsibilities.

- Coordinate and manage the collection, analysis, and distribution of agency and industry data and information.
- Ensure timely and accurate reporting to funders, auditors, and other relevant stakeholders (e.g. QPR, receipting).
- Participate in the development and management of the annual operating budget.

4. Lead organization capacity building initiatives.

- Coordinate and oversee in the development, implementation, and evaluation of strategic and operational planning.
- Confers and collaborates with appropriate partners on the application of methods and standards.
- Create continuity plans and document for future sustainability.
- Coordinate and oversee the development and maintenance of internal and external emergency plans.
- Engage in and support resource development by actively seeking out potential resources in the community.
- Assist in event planning and other fundraising/community outreach activities.
- Represent and advocate for the organization in the community and at the regional level.
- Assume leadership roles to represent the CCFB at the regional, state, and national levels.
- Serve as staff liaison for Operations committee and attend Board meetings.
- Responsible for analyzing, recommending and procuring the purchase of equipment/resources.

5. Provide excellent communication and service to all internal and external partners.

- Supports CCFB's policies and convey directives and plans to the team.
- Collaborate with appropriate leadership on cross-functional business initiatives.
- Assume the functions and duties of direct reports as needed.
- Participate in receiving and distribution activities as needed.

SUPERVISORY RESPONSIBILITIES:

Warehouse Manager and Logistics Supervisor report to the Director of Operations.

MINIMUM QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's Degree in Business Management, Industrial Relations or related field
- Five years+ of experience in facility and fleet management
- Five years+ in a higher-level supervisory capacity with demonstrated ability to assess, utilize and develop personnel
- Ability to effectively communicate, motivate and lead at all levels
- Knowledge and experience with logistics, inventory, distribution, and operations
- Knowledge of all relevant local, state and national laws and regulations
- Ability to effectively communicate (written and oral) and work well with a variety of stakeholders from different socioeconomic and cultural backgrounds

- Demonstrated ability to problem solve, analyze data, make good decisions, and manage projects
- Ability to analyze data, financial statements, interpret and develop reporting
- Proficient with Microsoft Office suite
- Ability to adapt to quickly changing business environment including learning and applying new training and knowledge
- Able to travel for the organization and work beyond normal working hours when necessary
- Must have valid CA driver's license with good driving record
- Previous experience and knowledge of food distribution
- Experience leading the IT function to include working knowledge of logistics software
- Forklift operation certification

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations will be made in accordance with ADA to enable individuals with disabilities to perform the essential job functions.

This position is located at a warehousing/distribution facility. With warehouse and truck traffic in the facility and grounds, a few steps to walk up into the facility and product stacked and stored throughout, this position requires someone who is mobile and who can watch for traffic and normal hazards of a warehouse environment. While performing the job duties of this job, the employee is regularly required to sit, talk, and hear. The employee frequently is required to stand, walk and/or reach with hands and arms. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Must be able to use a computer to track detailed data, write reports and receive information; must be able to communicate by phone and in person; must be able to drive to and from meetings, events, and to run errands.

Central California Food Bank is an at-will employer. This means that employment can be terminated at-will by the company or employee, and such termination can be made with or without Notice.

*Central California Food Bank is an Equal Opportunity Employer.
Central California Food Bank is a proud member of Feeding America.*

Central California Food Bank
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By signing below, I am acknowledging that I have received a copy of this job description.

I understand I am to become familiar with my job description's contents as it represents a brief summary of my job duties, which are not all-inclusive and are subject to change with or without prior notice. I understand it is my responsibility to talk to my manager or Human Resources if I have any questions regarding my individual job responsibilities or any policies and procedures.

Further, I understand that signing this document does not constitute a contract of employment with Central California Food Bank.

Employee Name (Print)

Employee Name (Signature)

Date