



DIRECTOR OF OPERATIONS

Job Description

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| POSITION: | Director of Operations |
| DEPARTMENT: | Operations |
| REPORTS TO: | President & CEO |
| STATUS: | Exempt |
| HOURS: | 8:00 am – 5:00 pm, Monday-Friday, with evenings and weekends as needed during times of high demand |

JOB SUMMARY

The Director of Operations is responsible for the safe, efficient, and effective distribution, warehousing, logistics, and facilities management functions of Montgomery County Food Bank. Responsible for providing leadership and accountability of the department and its operations within the organization. Provides superior customer service and teamwork within the organization and with external partners.

Primary Duties and Responsibilities:

- Manage operations team to ensure safe and efficient internal operations and excellent customer service to donors and receiving agencies.
- Responsible for training and developing staff as well as implementing cross-training and succession planning practices.
- Oversee, evaluate and work to improve operational systems and processes to enable the MCFB to operate efficiently, effectively and accommodate the expected short-term and long-term growth.
- Ensure that complete and accurate records are maintained
- Oversee the development, implementation, and maintenance of a comprehensive safety program for employees and volunteers. Develop a tracking and reporting mechanism for the safety program and ensure MCFB's strict adherence to the plan.
- Oversees the efficient receipt, storage, and distribution of food product in while remaining in compliance with food safety standards including Feeding America and USDA.
- Oversees volunteer services department to include volunteer experience and production.
- Oversees facility maintenance activities including the preventive maintenance and repairs to the building, equipment, and operating systems of the physical warehouse facility.
- Develop and manage systems and procedures for receiving, distributing, transferring, storing, and processing inventory that will result in effective control of inventory and efficient distribution of food.

- Oversee the development, implementation and management of a safe, efficient and cost-effective transportation system (truck fleet) to include maintenance and scheduling.
- Collaborates with the Programs Director to support the order fulfillment needs of pantry and onsite distribution programs.
- Works in conjunction with Sourcing Director to assure adequate and timely acquisition of donations and supplies.
- Responsible for developing and implementing the goals and budget of the Operations Department including an active ongoing review and analyses of activities, costs, operations, and performance measures against stated goals and objectives.
- Responsible for maintaining the highest levels of food safety and sanitation practices to ensure a safe, healthy, productive, and accident-free work environment that meets and exceeds industry guidelines as well as local, State, and Federal regulatory agency standards.
- Responsible for ensuring that MCFB's operations are in compliance with all applicable legal and regulatory requirements including compliance with government funding, grant requirements, Houston Food Bank agreement obligations and all other applicable laws, regulations, policies, requirements and best practices.
- Assist with mobile markets, fundraisers and public relations when needed.
- Perform other duties as assigned by the President & CEO.

REQUIRED KNOWLEDGE AND SKILLS:

- Honesty, integrity, and commitment to fighting hunger in Montgomery County
- Demonstrated leadership and problem-solving abilities
- Excellent management and organizational skills; ability to multi-task and problem solve
- Safety and security, actively promote and personally observe safety and security procedures, and uses equipment and materials properly
- Experience in data collection, analysis and reporting
- Excellent proficiency in Microsoft Office products and other related information technology
- Knowledge of financial statements and budgeting
- Outstanding written, verbal, and interpersonal skills
- Strong customer service skills and willingness to assist others
- Ability to manage multiple projects from start to finish
- Excellent time management and flexibility with job duties
- Attention to detail
- Able to coordinate well with other departments and personnel
- Experience in food industry helpful; food safety certification
- An understanding of logistics, transportation, production, labor demands and volunteerism
- Experience managing safety and training in the workplace and understanding of OSHA requirements

COMPUTER EQUIPMENT AND SOFTWARE REQUIREMENTS:

- Spreadsheet (Excel)
- Donor and Inventory database platforms
- Office suite / Outlook / SharePoint

EDUCATION AND EXPERIENCE REQUIRED:

- Bachelor's degree in related field or equivalent experience required.
- Minimum of five years of operations management experience.

- Minimum of five years of experience in food banking, warehousing, or related industry.
- Strong management/leadership abilities and experience.
- Excellent people management skills to supervise and motivate staff and volunteers

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Full-time position
- Duties are performed indoors, outdoors and in an office environment
- Interaction is required with other personnel, clients, and other external parties

Physical Demands:

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

- Most functions are performed while seating at a desk or walking up and down stairs between warehouse and office space
- Work is also performed in a warehouse where temperatures vary.
- Individual shall be required to stand for longer periods
- On a regular day individual might be required to lift up to 30 lbs. of weight (i.e. document files, copy paper, food boxes etc.) and operate a pallet jack to move food boxes and other supplies.

DISCLAIMER:

Montgomery County Food Bank is an Equal Opportunity Employer and employment "at will" organization. This job description does not imply or constitute an offer of employment.