



Job Title: **Operations Director**

FLSA Status: Full time Exempt

Reports to: Chief Operations Officer

Supervises: Warehouse Coordinator and volunteers as assigned (e.g. pantry and foodshare)

Revision Date: 4/17/23

Salary Range: \$58-65K with Full Benefits

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#### **POSITION SUMMARY:**

The Operations Director serves as a key member of the senior leadership, grocery operations, and warehouse team providing strategic leadership in operations. They will advance Loaves & Fishes/Friendship Trays' mission through efficient warehouse operations, inventory control, logistics, and effective grocery programming. This position helps guide the comprehensive plan for the collection, storage, and distribution of donated and purchased goods, ensuring a streamlined approach. The Operations Director provides direct support to the Chief Operations Officer in daily operations and is responsible for supervising the warehouse team and volunteers as assigned as well as overseeing pantry and FoodShare operations. It is expected that the Operations Director will systematically strengthen the organization's overall capacity to distribute nutritionally balanced groceries to food insecure households.

#### **ESSENTIAL FUNCTIONS:**

1. Oversee all aspects of warehouse operations, inventory control, and logistics for warehouse food and supplies. Lead effective and efficient warehouse operations considering the design, layout, and flow of the space.
2. Maintain acceptable inventory levels while minimizing waste. Monitor food distribution through a "First In – First Out" approach and inventory management system. Utilize technology for optimized operations. In cooperation with the Finance Director, count and record the food inventory on hand during audit and at year-end.
3. Responsible for the planning and execution of food purchases within budgetary guidelines. Develop relationships with food vendors/distributors/wholesalers as needed, leveraging our large quantity purchasing power. Explore opportunities for expanded fresh food access and distribution.
4. Work with the COO and CEO to assess community food insecurity needs and growth potential of LFFT. Coordinate logistics and set-up of new pantry locations and FoodShare sites as needed.
5. Serve as the primary liaison between LFFT and each pantry location. Implement and enforce standard pantry operating policies and procedures. Oversee periodic pantry site inspections.
6. Prepare the grocery delivery calendar in collaboration with the Warehouse Coordinator. Oversee delivery of all food orders to participating pantries. Monitor the receipt of and compile data regarding pantry grocery orders for budgeting/forecasting purposes.
7. Coordinate the FoodShare program including site approvals, scheduling, registration, data collection/reporting and distribution.
8. Apply effective communication methods with pantry and FoodShare volunteers. Communicate with pantry coordinators concerning specific needs including supplies and equipment. Facilitate quarterly

- Coordinators' Council meetings and additional training and meetings as needed. Collaborate with the Community Engagement Coordinator as needed to recruit and retain volunteers. Speak to community, anti-hunger, and other groups about issues related to hunger, poverty, and equity.
9. Responsible for the oversight of the The Emergency Food Assistance Program (TEFAP). Comply with all TEFAP inventory storage, distribution, and reporting requirements.
  10. Ensure program data, information, and reports are complete and accurate. Monitor and report on program metrics and outcomes.
  11. Work with the Warehouse Coordinator to ensure daily, weekly, monthly and seasonal cleaning checklists are completed by the warehouse staff team. Facilitate ongoing cleaning, maintenance, repairs, and inspection of the warehouse facility and equipment to ensure safety. Lead negotiating and managing leases for equipment and spaces.
  12. Ensure all pantry, FoodShare, and warehouse operations meet and/or exceed all food safety, food handling, and sanitation guidelines and regulations. Operate equipment (hand trucks, pallet jacks, forklifts, trucks, etc.) as necessary for distribution of food.
  13. Respond to special needs presented by clients, volunteers, donors, partner agencies and participating pantries and Foodshare sites (e.g., emergency orders, conflicts, etc.).
  14. Attend staff meetings, staff training, and other meetings as required.
  15. Participate in and support Loaves & Fishes/Friendship Trays' food- and fund-raising efforts.
  16. Represent the organization as required by the CEO.

#### **SUPERVISORY RESPONSIBILITIES:**

Directly supervise Warehouse Coordinator and maintain indirect oversight of warehouse team. Additionally, is responsible for supervising, training, and directing all pantry coordinators, pantry leadership, and Foodshare coordinators. Carry supervisory responsibilities in accordance with LFFT's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; scheduling, planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

#### **QUALIFICATIONS:**

1. Minimum education requirements: high school diploma or equivalent degree; bachelor's degree in a related field or equivalent a plus.
2. Five or more years of leadership experience with a background in distribution, logistics, and warehouse management preferred.
3. Strong inventory tracking and organizational skills. Logistics/Supply Chain certification/training a plus.
4. Forklift certification or willingness to be trained to operate forklift.
5. Valid Carolina driver's license with an excellent driving record. Willingness to drive 20ft box truck as needed.
6. Ability to lift up to 50 pounds repetitiously.
7. Excellent verbal and written communication skills.
8. Strong computer and technology skills. Proficiency in basic computer operations and database systems. (Microsoft Office-Outlook, Word, Excel, Google-Drive, Docs, Sheets, etc.)
9. Exceptional interpersonal, oral, written, and presentation skills.
10. Dependable and punctual team player.
11. High energy, positive, "can-do" attitude, flexibility, teamwork, and attention to detail; high degree of initiative and an ability to manage multiple tasks and projects at a time.

12. Ability to work with sensitivity and without discrimination towards peoples of diverse cultures, races/ethnicity, socio-economic positions, ages, religions, genders, physical/mental challenges/disabilities, and sexual orientations.
13. A passion for the mission of Loaves & Fishes/Friendship Trays is essential.
14. Compliance with our Covid Vaccination and Testing Policy. All employees are required to report their vaccination status and, if vaccinated, provide proof of vaccination. All employees who are not fully vaccinated will be required to undergo regular COVID-19 testing and wear a face mask.

**To apply, please use Operations Director in the subject line and email a cover letter, resume, and three professional references to [HR@loavesandfishes.org](mailto:HR@loavesandfishes.org).**