

Rhode Island Community Food Bank

Job Description

Position Title: Director of Operations
Reports To: Chief Operating Officer
Status: Exempt (salaried)



Our Mission: To improve the quality of life for all Rhode Islanders by advancing solutions to the problem of hunger.

Our Vision: We envision a state where no one goes hungry.

Position Summary: The Director of Operations is responsible for the overall management, administration, direction, planning, reporting and budgeting of/for all warehousing, product management, production and transportation. He or she is responsible for the allocation and application of all department resources including staff, in order to ensure that the operation is running as effectively and efficiently as possible. The Director is responsible for working with the management team to ensure that food is acquired, received, stored and distributed with the highest level of food safety in compliance with the AIB standard. The Director of Operations is also responsible for ensuring that the operation achieves all immediate and long term operational and strategic goals and for providing documentation, reports and analysis for all such activity. The Director of Operations has a 16 member team and has 3 Direct reports: the Assistant Director of Transportation, the Production Supervisor and the Receiving Supervisor

Duties and Responsibilities:

1. Manages the Operations staff including
 - a. The annual review process and professional development
 - b. Creating work plans, goals and objectives and providing direction and oversight for all of the day-to-day operations activity.
 - c. Hiring, firing and discipline of all Operations staff.
2. Provides leadership, administrative oversight and responsibility for the following Operations functions:
 - a. Transporting, receiving, warehousing, production, food safety (including food recalls, policies and procedures).
 - b. Product inventory management
 - c. Distribution including order picking, special program management and food delivery.
 - d. Customer service to agencies in-house including properly stocking the shopping area and providing timely, accurate and efficient service to agencies in the building.
 - e. Ensuring the operational readiness of all Food Bank vehicles through comprehensive maintenance scheduling and monitoring of the fleet for state and federal compliance including vehicle registration, IFTA reporting, Inspections and industry safety compliance.
3. Responsible for developing and implementing all operations and transportation procedures and policies in accordance with all regulatory agencies including USDA, FA, OSHA, DOT, IFTA and

the State of RI. Also must ensure that the operation is in compliance with AIB Consolidated Standards for Food Distribution Centers

4. Implements departmental tracking and reporting systems for all operations activity, functions and programs and delivers to the Chief Operating Officer and the Food Bank Management team.
5. Ensures that all receipt information is accurately tracked and required donations procedures are being followed.
6. Develops and manages to the approved budget, work plan and strategic goals and is accountable for variances.
7. Serves as a leader on the operations and programs management team in strategic and program planning and works collaboratively to ensure the efficient implementation of Food Bank programs and other long term goals.
8. Other duties as assigned.

Skills and Qualifications:

- A Bachelor's degree and ten years related work experience or the equivalent.
- Experience in strategic planning and program development.
- Knowledge and experience with food warehousing, transportation, equipment and systems.
- Knowledge and experience with effective inventory management and its supporting systems.
- Experience with annual budget development, implementation and reporting.
- Strong management skills and experience. Ability to inspire and motivate staff and write comprehensive and accurate employee performance review.
- Effective problem solving skills and the ability to quickly asses issues and develop new strategies.
- High proficiency with Microsoft Windows and Office environment (Word, Excel, Outlook) and standard office equipment.
- Ability to manage multiple projects with attention to detail, deal with interruptions, and maintain focus on tasks while producing accurate work.
- Ability to communicate effectively when speaking and in writing using standard forms of professional and office communication.
- Ability to make presentations and develop and deliver reports to a varied audience.
- Ability to work independently and as part of a team.
- Ability to obtain food safety certification.
- Ability to work with people from diverse social and ethnic backgrounds.
- Must be able to pass a criminal background check.

Working Conditions: Work is typically performed in an office using computers and data management systems and working in the warehouse and is subject to varying temperatures (exposed dock, coolers and freezers) in all seasons. May lift, move and carry objects up to 50 pounds. On occasion, works outside of normal working hours and occasionally drives to sites out in the community. There may be occasional travel to attend meetings and workshops.

By signing below, the staff member agrees to take full responsibility for the work outlined in this job description.

Employee Signature

Date