



DIRECTOR OF OPERATIONS Position Announcement

**Application Dates:
June 20, 2018 – July 13, 2018**

(Note: Resumes will be reviewed on a rolling basis until position is filled or deadline.)

ABOUT US:

Since 1981, the Foodbank of Southeastern Virginia and the Eastern Shore, a member of Feeding America™ and the Federation of Virginia Food Banks, has been providing food for hungry people throughout Southeastern Virginia and on the Eastern Shore. In our mission to lead the effort to eliminate hunger in our community, the Foodbank has distributed over 331 million pounds of food equating to over 276 million meals throughout our 4,745 square mile service area, which includes the cities of Norfolk, Portsmouth, Chesapeake, Suffolk, Franklin and Virginia Beach as well as the counties of Southampton, Northampton, Sussex, Isle of Wight and Accomack. During the 2016-2017 fiscal year, the Foodbank distributed over 18 million pounds of food equating to approximately 15 million meals to the community.

POSITION OVERVIEW:

The **Director of Operations** is a key leadership team member responsible for planning and directing the operational activities (warehouse and transportation logistics, as well as food sourcing) for two distribution centers operated by the Foodbank of Southeastern Virginia and the Eastern Shore.

The ideal candidate for the Director of Operations position will be mission-focused, relationship-oriented, a collaborator, results-driven, detailed oriented, change resilient, a continuous learner, and able to take initiative.

The Director of Operations will also be responsible for acting within the scope of company objectives and policies to accomplish strategic goals.

This Director of Operations will have oversight responsibility for management of up to 3 direct management reports and a total team of up to 25 staff. This position is also responsible for all aspects of facilities management including safety and inspections.

The Director of Operations will serve as a subject-matter expert on issues pertaining to supply chain management and logistics.

RESPONSIBILITIES:

A leader with the right skills to experience success in this position will be able to perform essential duties including, but not limited to, the following:

- Plan, implement and control the efficient, effective flow and storage of food and non-food products from the point of origin to the point of consumption by Foodbank end users – Partner Agencies, Program Sites and food insecure individuals.
- Monitor, assess and evaluate distribution center’s operational performance and efficiency levels through daily, monthly and quarterly reviews of key performance metrics for warehouse and transportation logistics, food sourcing and inventory control, as well as safety and security. Take appropriate action to ensure all performance objectives are met.
- Address supply and demand planning issues elevated by managers for resolution and escalate with our vendors and/or food donors, as necessary.
- Identify non-optimal operational practices and be able to research, design, present and implement alternative systemic solutions that achieve enhanced efficiencies in supply chain management processes.
- Provide advice and counsel to management team on appropriate action plans and activities to meet operational and financial goals.
- Develop strong working relationships with internal and external stakeholders while working across Foodbank departments and food retail industry.
- Ensure appropriate staffing levels for current and projected Foodbank needs through use of established staffing recruitment practices, personnel development and performance management strategies.
- Manage operating and capital expense budgets for operations teams. Report on variances and request budget adjustments, as appropriate.
- Provide training, development and performance management for direct reports and team; collaborate with Human Resources to ensure appropriate certifications are maintained, as appropriate.
- Ensure distribution centers are in compliance with safety requirements, as specified by Feeding America and AIB International.
- Collaborate with senior and mid-level managers to maintain facility and update repair and replace schedules for capital projects.
- Maintain compliance with the standards set forth by local, state, and national regulatory agencies.
- Develops and implements plans for recommended system modifications.
- Participate in the creation of long-range strategic plans for the organization, including detailed annual operating plans.
- Commit to and understand the FSEVA’s mission. This includes active participation in sharing the mission, vision and values of the organization, internally and externally, creating a culture of active philanthropy for and through all staff.
- Supervise volunteers during tasks/assignments and show/share responsibility for the overall Volunteer Experience at the Foodbank.
- Complete other tasks as assigned or requested by the direct supervisor, department head or Senior Management.

WORK HOURS/SHIFT:

Monday-Friday; Exempt; some weekend and evening work required for meetings, special events, and out-of-town conferences.

Education:

- Minimum: Associate Degree level of education with emphasis on business administration, supply chain management, logistics, technology or related discipline.

- Preferred: Bachelor's degree in business administration, supply chain management, logistics, technology or related discipline.

Experience:

- Minimum: 5-8 years industry experience in managing supply chain operations in food manufacturing, consumer packaged goods, retail food distribution, or related field. This should include experience with supply and demand planning, warehouse management, distribution operations, and transportation logistics.
- 5-8 years of creative and inspired leadership experience supervising front-line managers, supervisors and line staff. Highly developed interpersonal and coaching skills as well as an ability to build trust-based relationships inside and outside of the organization.
- Preferred: More than 10 years of supply chain operations in food manufacturing, consumer packaged goods, retail food distribution,

Required Skills, Abilities & Certifications/Licenses:

- Previous experience training, reviewing and developing staff.
- Daily reports on operations efficiencies.
- Proficiency in routing software, databases and Microsoft Excel.
- Extremely detail oriented.
- Ability to maintain all paperwork and records assigned to this position.
- Interest in and commitment to the mission of the Foodbank.
- Ability to work in a diverse environment with people of various educational, ethnic and socio-economic backgrounds and ages.
- Ability to perform duties in accordance with the Foodbank's Illness and Injury Prevention Program.
- Valid Driver's License.

Nonessential Education, Skills and Experience (Preferred):

- Valid Virginia Class-A or B driver's license and clean driving record.
- Food Handler's/Manager's Certificate [required after hire]
- 2 years database management experience, including report writing

PHYSICAL DEMANDS:

- While performing duties of this job, the employee may be required to do the following when working in the office or warehouse environment:
- This job requires that weight be lifted or force be exerted up to 25 pounds when handling donations, documents and files.
- Close vision (clear vision at 20 inches or less) working with documents, computer screens and filing.
- Distance vision (clear vision at 20 feet or more); peripheral vision, depth perception and ability to adjust focus when operating equipment.
- Regularly required to talk or hear when communicating with employees and clients.
- Ability to use hands and fingers to handle, or feel and able to reach with hands and arms
- The employee frequently is required to stand and or walk for extended periods of time.
- The employee must be able to climb or balance.
- The employee is occasionally required to stoop, kneel, crouch, or crawl.

COMPENSATION AND BENEFITS:

A competitive salary with paid time off, matching retirement contributions, and employer-sponsored health benefits for individuals and their families are just a few of the incentives that make this an exciting opportunity.

The Foodbank of Southeastern Virginia and the Eastern Shore is an Equal Opportunity Employer. The Foodbank encourages applications from qualified persons of every race, ethnicity, national origin, religion, sex, age, veteran status, sexual orientation, and disability.

How to apply: If this sounds like the opportunity for you to serve our community and help eliminate hunger, please send a cover letter, resume and 5-year salary history to orfrecruiting@foodbankonline.org no later than July 13, 2018.