**Second Harvest Food Bank Santa Cruz County**

**Operations Director**

**EXEMPT**

Second Harvest Food Bank provides over 8 million pounds of food assistance annually, to over 55,000 people per month, through its network of 200 member agencies and programs. By increasing access to healthy food, Second Harvest is making a profound impact towards growing a healthier community.

**JOB SUMMARY**

*Reports to:**Deputy Director*

*Supervises: Senior Facilities Manager and Warehouse Manager*

The Operations Director is responsible for warehousing and facility maintenance. S/he manages a support team overseeing the efficient receipt, storage, order fulfillment, and distribution of donated and purchased inventory. S/he also ensures productivity targets and workplace health and sanitation requirements are met.

Leadership and Management

# Directs, supervises, evaluates, trains, and motivates staff based on department goals, performance metrics, and management best practices for operations.

# Performs supervisory functions for the Operations Department including: establishing staffing needs; establishing work schedules; orienting, training, developing, and assuring continuing education for staff; assigning work; accessing and managing performance; advocating for employees; resolving complaints; counseling, coaching, and mentoring; recommending/approving hiring, disciplinary actions, terminations.

# Works with executive staff on organizing warehouse operations and storage to improve efficiency, increasing capacity and our ability to get more of the right food to the right people.

# Maintains high staff morale by creating a positive working environment, excellent internal communication, and follow-through on staff development and recognition initiatives.

# Leads a cohesive team with a strong understanding of complex operations, dynamics, and challenges.

# Continually monitors and evaluates the department and staff, and provides guidance and discipline when necessary to meet the expectations of the organization.

# Ensures operations comply with all applicable regulations and guidelines and all operations team members secure and maintain appropriate training and certifications.

# Develops and maintains effective working relationships and deals tactfully, cooperatively, and effectively with staff members, volunteers, agencies, community organizations, growers, packers, processors, and potential donors.

# Communicates effectively and respectfully with people from different racial, ethnic, and cultural groups and from different backgrounds and lifestyles; demonstrates knowledge of and sensitivity to their needs.

# Provides information regarding services, which may require the use of tact, discretion, and the exercise of independent judgment in interpreting complex policies and regulations.

# Forges and maintains positive relationships with internal and external stakeholders (Internal: Second Harvest staff and volunteers. External: member agencies, food donors, vendors, and contractors).

Warehousing, Logistics and Facilities

# Plans and directs warehouse operations including receiving, distribution, transportation, and inventory management.

# Ensures inventory accuracy through good warehousing, storage, cleaning, and inventory practices and performs regular warehouse inspections.

# Ensures proper inventory management by reviewing spot-checks of outbound orders.

# Oversees on-going inventory of food storage with warehouse inventory records.

# Helps documents and implement food safety policies and best practices, and trains staff in these policies.

# Oversees facilities, grounds, fleet maintenance, and custodial services.

# Assists in implementing trainings and drills regarding emergency/disaster operations.

# Partners with Safety Coordinator to identify and remedy safety concerns, champion positive safety practices, and comply with regulatory agencies and auditors.

Food Distribution

* Oversees food distribution and delivery logistics, and plans and implements new distribution methods and delivery routes to optimize efficiency.
* Directs weekly, monthly, and quarterly food distributions to non-profit groups.
* Works closely with the Director of Agency Network Services and Senior Director of Nutrition and Health around agency and program deliveries and schedules.
* Promotes donation of varied, nutritious foods for client distribution through strong food donor customer service.

Business Process Development

* Researches, recommends, and implements improvements to business processes and procedures and ensures that the organization meets community needs and regulatory obligations.
* Develops systems and procedures that ensure smooth functioning of the warehouse; documents and updates warehouse procedures and trains staff on policies and procedures.

*Performs other duties as assigned.*

**QUALIFICATIONS**

Education, Training & Experience

# A BA/BS degree and at least five years of progressively responsible experience managing warehouse distribution centers that includes three years of supervisory, administrative, and organizational experience, or the equivalent combination of education and experience.

Knowledge, Skills & Abilities

# Knowledge of warehouse operations, shipping and receiving, inventory control, and food safety. Demonstrated experience developing, implementing, and maintaining SOPs required.

# Knowledge of the principles and practices of supervision, training, evaluation and motivation.

# Ability to plan and organize food warehouse operations including receiving, inventory control, storage, and distribution of food.

# Superior customer service skills, strong team player and relationship developer with staff, members of other agencies and community organizations, volunteers, donors, and funders.

# Ability to develop, implement and uphold business process standards.

# Strong interpersonal skills to work effectively with others, motivate employees, and elicit work output.

# Excellent oral and written communication including ability to prepare clear and concise written reports and verbal presentations.

# Ability to work as a part of the management team to promote the vision and mission of Second Harvest. This includes friendly communication, teamwork, employee satisfaction, and employee retention.

# Self-starter with the ability to work independently and effective.

# Excellent planning and organization skills.

# Ability to work under pressure and coordinate multiple projects and processes simultaneously using staff and volunteer labor.

# Ability to resolve conflicts and facilitate meetings.

# Ability to interact positively with a diverse community of staff and volunteers.

# Ability to use Microsoft Office software, databases, MS Ceres Navision, and/or other inventory/financial software programs.

# Ability to implement an annual budget and to track expenditures.

# Preferred: forklift certified

# Physical Requirements

# Able to lift up to 50 pounds.

# Able to see and read documents.

# Able to walk up and down stairs.

# Able to hear normal conversations on the phone and in person.

# Able to work in a cold environment; indoors and outside.

# Able to stand and walk for up to four hours.

# Bi-manual dexterity and able to use a computer keyboard.

**OTHER REQUIREMENTS**

* Must have access to a motor vehicle, valid auto insurance coverage, valid California Driver’s License, and a satisfactory driving record (as documented by a current MVR obtained by the Food Bank’s insurance carrier), for occasional driving on the job.
* It is the responsibility of all SHFB personnel to participate in our Food Safety/Food Defense programs.

# Bilingual English/Spanish strongly preferred.

**Job Details:** This is a full-time, regular, exempt position with an annual salary of$60,000 - $66,000; depending on experience. Benefits include health, dental and vision insurance; life, long-term disability, AD&D, and long-term care insurance; 403b retirement fund; and generous paid time off.  Position requires working occasional nights and/or weekends.

**To Apply:** Please send cover letter and resume **by noon on 1/31/19** to [hiring@thefoodbank.org](mailto:hiring@thefoodbank.org)

SECOND HARVEST FOOD BANK SANTA CRUZ COUNTY   
IS AN EQUAL OPPORTUNITY EMPLOYER.

Second Harvest Food Bank does not discriminate because of race, religion, religious creed, color, age, sex, sexual orientation, gender (including gender identity and gender expression), national origin, ancestry, marital status, medical condition, physical or mental disability, military service, veteran status, pregnancy, childbirth, breastfeeding and related medical conditions, genetic information, genetic characteristics or any other legally protected status. The Food Bank also does not discriminate based on the perception that anyone has any of these characteristics, or is associated with a person who has (or is perceived as having) any of these characteristics.