

We are seeking a Director of Operations

Posted on **June 22, 2018** by **EFN**

Are you motivated by a desire to serve our neighbors in need? Do you have warehouse, logistics, management, distribution and systems experience coupled with a passion for food justice? Do you want to be part of an organization that has been serving Pierce County for 35 years? The mission of Emergency Food Network is to provide Pierce County with a consistent, diverse, and nutritious food supply so that no person goes hungry.

OUR STORY: Emergency Food Network (EFN) was established in 1982 and is the leading hunger relief agency in Pierce County, located in Lakewood, WA. In a given year, we distribute over 14 million pounds of food with a value of \$22,000,000 to over 70 partners. The food comes from a variety of sources including donations, procurements, and government distribution programs. We also run an 8-acre organic farm in the Puyallup Valley that grows food for distribution to food pantries. Our Board of Directors and Ambassador Board are active and engaged. We are looking for an experienced Director of Operations to join our team.

SUMMARY DESCRIPTION: Emergency Food Network is seeking an **experienced** Director of Operations. This position includes management of our warehouses, administrative offices, an offsite farm, and a small fleet. It also includes responsibility for managing the procurement, warehousing, processing and distribution of EFN food to the hunger response system in Pierce County. There are two primary lenses, internal management and external relationship building – an aptitude for both is required and should be demonstrated with previous experience. This role includes developing the annual warehouse, distribution, and procurement operations budgets, overseeing the infrastructure of the entire agency, and managing warehouse staff and various schedules. The ideal candidate must have unquestioned personal integrity, professionalism, and a positive work ethic. The Director of Operations reports to the Executive Director. It is a full time salaried position and includes a comprehensive benefits package.

ESSENTIAL FUNCTIONS:

Management (40%)

- Directly supervise warehouse staff and interact with program staff; assign duties, participate in hiring, evaluation, and termination of warehouse staff, develop training plans and support professional growth
- Review and respond to all incident, injury, and employee safety concerns with meaningful, impactful corrective actions
- Evaluate and review systems/processes for strategic operation improvement
- Oversee a comprehensive EFN facilities plan including maintenance and capital improvements for both the EFN main campus in Lakewood and the 8-acre EFN Mother Earth Farm located in the Puyallup Valley
- Oversee Operations department strategy for the use of outside resources (i.e. transportation, community job participants, community service workers) this should include comprehensive safety management
- Participate in agency budget planning as well as departmental budget planning, ensuring that overlaps with the other departments and that they are pro-actively included
- Participate in regular Director's meetings to ensure cross department communication, strategies and improvements
- Oversee Safety and Compliance program and ensure compliance with all applicable local, state, and federal offices/ jurisdictions, OSHA, WISHA, WSDA, WSDH, FDA, WSDOT and USDA standards and regulations

Warehouse Distribution Center and Transportation (40%)

- Document, monitor, and improve Standard Operating Procedures
- Develop Quality Assurance Program, ensuring a standardized approach
- Oversee comprehensive inventory management and control standards
- Collaborate with the Volunteer and Activities Coordinator around a robust volunteer strategy that allows for enhancing the overall volunteer experience
- Oversee transportation and work with the entire Warehouse Team and drivers to effectively maximize logistics of deliveries to food pantries/meal programs, warehouse pickups by food pantry/meal programs, and event support
- Comprehensive fleet strategy including maintenance and replacement plans

- Management of all warehouse maintenance, including day to day operations, strict inventory control, facility upgrades, equipment replacement and food integrity

Procurement (20%)

- Build high level procurement relationships that translate into increased in-kind donation (i.e. food, services, non-food, equipment etc.)
- Provide oversight around the procurement process and alignment with warehouse capacity and distribution needs
- Oversee development of a strong logistics strategy/process flow from procurement of food (including drives, events, small food donor pickups, etc.) to distribution of food to our partners
- Develop strategies for engaging other transportation companies in our work, developing relationships through coalitions and other means in order to find new and creative ways to partner

QUALIFICATIONS:

- Must have a passion for food justice and serving others
- Five years of senior management experience with at least two direct reports in a related field (warehouse, retail, manufacturing, transportation, etc.)
- Strong leadership skills, excellent time management, flexible
- Ability to work collaboratively, in a team environment, across departments, and to work well with a wide variety of people, including volunteers, donors, businesses, clients, civic groups, and religious organizations
- Ability to analyze and evaluate programs, think strategically, and creatively
- Highly organized with project management, time and department budgeting management skills; understands department P&L
- Proficiency in all programs Microsoft Office

WORK SCHEDULE: Full time with some nights and weekends

COMPENSATION STARTING:

- Full-time salary range of \$68,000 to \$73,000 based on experience
- 2 weeks of vacation accrued during first year, increased to 3 weeks' vacation year 2 and 8 hours added monthly to your sick leave balance- benefits to start accruing 60 days after employment
- We provide medical (low deductible) vision, dental, short and long term disability, and life insurance with EFN covering 100% of the cost of the employee's insurance premiums – benefits to accrue 60 days after employment
- EFN has a 403(b) plan and contributes 5% after the employee has been employed 90 days

EFN is a collaborative, team-focused environment. There are multiple Directors who work collaboratively under the direction of the Executive Director.

HOW TO APPLY:

Emergency Food Network invites applications from qualified individuals interested in working within and leading the operations for a high-performance, mission-driven organization. **You must include the following items in your application packet.**

1. A letter of interest which directly addresses how your qualifications and experiences match each of the components outlined in the job announcement. (Cover Letter)
2. Detailed and current resume of all professional experiences. (Resume)
3. A list of at least five professional references with titles, addresses, work and home telephone numbers, and e-mail addresses. References will only be checked for final candidates.

Please submit your letter of interest, detailed resume, and a list of professional references

to jobs@efoodnet.org. Applications will be considered on a rolling basis until the position is filled.

EFN is an equal opportunity employer. For more information about Emergency Food Network, please visit our website www.efoodnet.org