



Fighting hunger and poverty in northeast North Carolina

Serving Beaufort, Bertie, Camden, Chowan, Currituck, Dare, Gates, Hertford, Hyde, Martin, Northampton, Pasquotank, Perquimans, Tyrrell and Washington Counties.

POSITION DESCRIPTION

Position Title: Director of Operations

Position type: Full time

Schedule: Weekday shifts / M – F (some nights and weekends may be required)

Pay scale: Annual Salary + benefits*

Reports to: Executive Director

Supervisory Responsibilities

- Employee will have oversight and training responsibility for multiple full and part-time employees.
- Employee may occasionally oversee volunteers assisting in the warehouse, providing guidance in warehouse or pantry-related volunteer activities.

Qualifications:

- Bachelor's Degree in related field or equivalent work experience or certificate in related field such as project management, operational logistics, warehouse operations and transportation logistics.
- Experience working in a fast-paced production environment with 3 – 5 years' supervisory experience
- Strong leadership skills to include delegation, strategic management, managing conflict, motivational skills, coaching, counseling, mentoring, and other personnel management soft skills
- Demonstrate proven success in designing, planning, executing, and evaluating operational KPI's
- Background in food safety/product handling preferred
- Demonstrated independent judgement and analysis
- Must be able to prioritize workflow while motivating and leading staff
- Excellent interpersonal skills

Essential Requirements:

- Applicant must be a self-starter possessing the ability to work independently with minimal supervision as well as integrate as a team member when required
- Must demonstrate willingness to pursue appropriate professional development opportunities
- Must be able to interact professionally with the public
- Must have excellent written and verbal communication skills
- Applicant must have experience using Microsoft applications including Excel, Word, and Outlook, and able to work in a Microsoft 365 environment
- Must have and maintain a valid, state-issued Driver's License with previous three years safe driving history
- Applicant must authorize a North Carolina Criminal Record Check and Motor Vehicle Report
- All employees must adhere to Food Bank of the Albemarle's Drug and Alcohol Policy

**Summary and
General
Description**

The Food Bank is dedicated to building community awareness and creating an efficient food distribution network to eliminate hunger in 15 counties. As a key leadership team member, the Director of Operations is an active participant in making decisions on the Executive Leadership team and is committed to embodying the Food Bank's values in all activities.

In partnership with the Executive Director, Development Director, and Program Director, the Director of Operations has the responsibility for planning strategy, implementing, and directing all aspects and logistics involving food procurement and distribution activities within our 15-county service region.

The Director of Operations is responsible for oversight of the warehouse operations, fleet operation, and volunteer engagement at the main warehouse. When receiving and distributing goods, shall ensure compliance with Feeding America contract and federal, state, and local regulations for documentation and training in food safety and Civil Rights. The position is classified as Exempt and has supervisory responsibility. Position holder has managerial authority over staff and volunteers assigned to the warehouse.

The Director of Operations must have an outgoing personality; pleasant and personable, engaging. They must embody conscientiousness, professionalism, and integrity. Candidate must be able to speak in public effectively. Must have ability to analyze demographics and other information to interpret and develop reports. Will also be responsible to develop power point presentations for the public, donors, and board.

**General
Description**

The Director of Operations is responsible for oversight of warehouse operations, fleet operations, food procurement and logistics personnel. They also ensure oversight for volunteer engagement at the main warehouse. Responsibilities include but are not limited to:

Principal activities:

- Ensure customer satisfaction and donor development for all product donors.
- Ensure efficient transport of inbound and outbound product through a combination of Food Bank and commercial carrier vehicles and drivers.
- Oversee proper maintenance of the warehouse facility ensuring compliance with external regulatory bodies, ensuring employee safety and food safety are priorities.
- Manage product recovery function to guarantee maximum product into area, compliance of recovered goods with external regulatory bodies, and good work environment for employed and volunteer staff in recovery.
- Determine safety, equipment and other training needs of Transportation and Warehouse staff. Develop, coordinate, and schedule training to maintain compliance with applicable health and safety standards.
- Establish and maintain accurate and timely shipping and receiving systems up to and including posting to inventory software, which is adequate to modern warehousing standards.

General Description (cont'd)	<p>Principal activities, (cont'd):</p> <ul style="list-style-type: none"> • Ensure that Warehouse Team is maintaining inventory control, including rotation of product, receiving and distribution completed daily, proper tagging, and monthly inventories. • Purchase food for warehouse distribution operations. • Ensure training to promote effective and efficient delivery of services. • Ensure all safety and sanitation rules are followed in compliance with Feeding America, AIB and Food Bank of the Albemarle operating guidelines, regulations, and policies.
Physical Requirements	<ul style="list-style-type: none"> • Prolonged periods of sitting at a desk, writing, and working on a computer • Must be able to lift up to 50 pounds repeatedly • Prolonged standing, walking, moving may be required depending on site requirements. • Must be able to stop, bend, kneel, crouch, reach and twist • Repeated entry and work inside industrial refrigerators and freezers
Travel	<ul style="list-style-type: none"> • Some travel may be required to attend industry conferences and training pertinent to this position. • Some local travel throughout the area of responsibility may be required to ensure proper stewardship to communities and partner agencies

*Benefits will accrue in accordance with the Food Bank of the Albemarle Personnel Policies

The Food Bank of the Albemarle's relationship with the community, from food donors to volunteers, is one of high visibility and all staff must exercise diplomacy and maintain a friendly and professional demeanor when interacting with various clients, suppliers, and volunteers.

This description is not intended to be an exhaustive list of all responsibilities, duties or skills required of personnel.

Rather, they are general in nature and to be clarified upon request. The Food Bank reserves the right to update this Job Description at any time.

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

The Food Bank of the Albemarle is an Equal Opportunity Employer.