

## **Gleaners Community Food Bank of SE MI**

### **Job Description**

**Job Title:** Senior Operations Director  
**Reports To:** Chief Operating Officer  
**FLSA Status:** Exempt  
**Department:** Operations  
**Last Update:** January 2019

Gleaners Community Food Bank is committed to ending food insecurity in SE Michigan. Last year the food bank distributed 43M pounds of food through five regional warehouses serving 500 partner agencies in SE Michigan. The Senior Operations Director provides operations, facilities and transportation leadership for the safe and efficient receipt, storage, packing and transfer of food and non-food product through Gleaners' warehouses, and distribution to our partner organizations.

### **Essential Duties**

1. Oversee management of warehouse operations, ensuring safe, efficient and cost-effective utilization of operations resources, while maintaining high-level of service to partners. Effectively manage operations expense to budget.
2. Direct efficient and cost-effective deployment of transportation resources including trucks, drivers and contracted freight. Assess transportation capacity utilization and implement process improvements to ensure efficient utilization of transportation resources. Effectively manage transportation expense to budget.
3. Manage all Gleaners facilities and operational equipment, ensuring safe and reliable operation. Ensure robust facility and equipment preventative maintenance and lifecycle management programs are in place and operational. Proactively lead facility and equipment cost, utilization, lease renewal assessments and contract management. Manage facility and equipment expense to budget.
4. Oversees an effective food safety program and training. Ensure compliance with all applicable AIB, Feeding America and government regulations and guidelines.
5. Actively engage with and build a strong operations team, reinforcing a culture of empowerment, teamwork and accountability.
6. Ensure active performance tracking, management and reporting to deliver targeted results and to drive continuous improvement.
7. Effectively manage cross-functional teams to deliver targeted program results.
8. Cultivate strong relationships with key external constituents, including, but not limited to food donors, agency partners, FBCM, Feeding America, etc.
9. Maintain thorough and up to date knowledge of facility and food distribution management in order to implement innovative ways to improve and maximize efficiency.
10. Provide supervision, coaching, training and evaluation to operations staff. Provide constructive feedback and work to enable personal growth opportunities.
11. Promote and enable a positive work environment where team members feel empowered, engaged and connected to Gleaners mission and strategic plan. Foster a culture of professionalism, safety and excellence.
12. Serve as an active, supportive and engaged member of the Gleaners management team. Collaborate with other functional teams to enable achievement of organizational goals.
13. Demonstrate support for Gleaners' mission, vision and values throughout all professional responsibilities and activities
14. Other duties as assigned

**Scope of Position:**

Budgetary Responsibility:	High
Personnel Responsibility:	High
Access to Confidential Info:	Moderate
Supervisory responsibility:	High
Donors:	Moderate
Volunteers:	High
Food Partners	High,
Outside Vendors:	High

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Education/Experience**

- Bachelor's degree in Business, Supply Chain, or other relevant area required; master's degree preferred.
- Minimum five years' experience in a warehouse/distribution leadership role, preferably in the food space
- Experience managing a multi-vehicle truck fleet required, with demonstrated experience with transportation management systems, and performance in delivery timeliness, effective fleet/driver utilization and disciplined cost management.
- Proven ability to set and achieve operations performance objectives and to drive continuous improvement
- Multi-site facility management experience a plus
- Results-oriented operations leader, with a strong team and service orientation; demonstrated experience creating a high-trust, high-performance team culture

**Language Ability**

Excellent verbal and written communication, and interpersonal skills required; ability to effectively interact at all organizational levels and with diverse backgrounds is essential

**Math Ability**

Demonstrated ability to effectively develop budgets and to manage operational expenses to budget. Demonstrated ability to analyze data, distinguish trends and direct appropriate action to drive improvement or leverage opportunity.

**Reasoning Ability**

Demonstrated problem-solving and decision-making ability to correct unforeseen issues on the spot during events. Ability to work with volunteers, community leaders, and the public. Ability to multi-task, prioritize and perform under pressure. Ability to adapt to a flexible work schedule is also required.

**Computer Skills**

Experience with warehouse management and transportation management systems required. Proficiency in Excel required to support data analysis, tracking and reporting.

**Equipment**

The position requires operation of standard office equipment including, but not limited to: personal computer, printer, fax machine and telephone.

**Work Environment**

The standard work environment is an office setting with fluorescent lighting and temperature and humidity controlled by air conditioning and heating. The noise level in the work environment is usually low. The employee will occasionally be required to perform duties in a wide variety of settings (e.g. warehouse or industrial environments, outdoors, other corporate settings).

**Physical Demands**

The employee must occasionally lift and/or move up to 35 pounds. While performing the duties of this job, the employee is frequently required to speak, hear, and use hands. Moderate amounts of walking, sitting, or standing are occasionally required. The position may also require intra and interstate travel by automobile, airplane, etc.