

THE ORGANIZATION

Feeding Westchester is looking for people with the passion, courage, and creativity to create meaningful change in the lives of others. Last year, we moved nearly 10 million pounds of food to agencies and partners across Westchester County, including food pantries, soup kitchens, senior centers and schools. Because of that, we supplied 8.4 million meals to children, families, and seniors and mobilized 11,000 volunteers and over \$5 million in donations to help end hunger here. But, the need remains, and we have work to do. **We are looking for talented people to help us change the world for our neighbors in Westchester County. What are you looking for?**

THE OPPORTUNITY

Reporting directly to the CEO & President, the 'Director of Operations' is responsible for the management of Feeding Westchester's operational and facility related functions including inventory control, logistics coordination, and facility maintenance. This position will maintain cost effective product inventory management and distribution efforts through Feeding Westchester's distribution center. The 'Director of Operations' holds responsibility for management, control, and record-keeping of all warehouse inventory, including donated, purchased, and government product, ensuring proper handling, storage, sorting, and distribution and transportation of product in compliance with the guidelines and policies of Feeding America, AIB, and state and federal agencies. Daily oversight and accountability of the operational plan and management of a team of warehouse managers, truck drivers, and inventory staff

Responsible for developing and implementing a comprehensive annual work plan to achieve the department and organizational business goals and objectives. Prepares and submits an annual budget proposal and manages the administration of the approved portion of the operation's budget. Coordinates, develops, and implements the disaster relief plan for this jurisdiction, in partnership with Program, and Agency Services Departments.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

Strategic Management

- Oversees a team that delivers outstanding customer service to staff, community partners, donors, and all other contacts both internal and external through all operations staff.
- Ensures all operations team members secure and maintain appropriate training and certifications.
- Serves as a key member of the senior leadership team. Provide leadership in decision-making, vision building and strategic guidance in all areas of Feeding Westchester.
- Provides regular feedback to the President and CEO about the accomplishment of the operational goals outlined in the strategic plan.
- Participates in all strategic planning processes and activities.
- Provides staff support to ad hoc committees of the board as assigned by the President and CEO.

Operations

- Provides supervision and oversight to Feeding Westchester's distribution and warehousing of food in keeping with Feeding America, and AIB guidelines.
- Ensures the smooth operation of the food warehousing and distribution systems, as well as transportation and logistics.
- Partners with the Volunteer Engagement team and others as required to ensure the successful implementation of the organization's repack program.
- Partners with the Senior Director, Food Sourcing on incoming loads.
- Provides operational reports to the President and CEO, the board, the Finance committee, and funding sources, as required.
- Monitors and ensure compliance with Feeding America and AIB; ensure that all required local, state, and federal reports are filed in a timely fashion.
- Develops and drives culture of accountability through daily assessments and operational evaluation.
- Directly accountable for the successful implementation and assessment and transition of all new operational

initiatives. Directs the activities involved in the efficient movement of product including accurate receipt, storage and distribution maximizing space, resources and avoiding waste or damages.

- Oversees the implementation of distribution center operations, including logistics, scheduling systems, delivery and transportation, loading dock activity, food storage and security, warehouse temperature control, pest control, emergency action plans, and closing procedures.
- Establishes effective procedures and controls for the safe and efficient movement and preservation of product; monitors adherence to established procedures to ensure safety and sanitation measures are followed.
- Ensures an accurate inventory of products at all times through a maintained inventory control system.

Reporting & Compliance

- Responsible for ensuring that all standards are met in accordance with Feeding America as well as local, county, state and federal guidelines.
- Develops written policies and procedures to ensure the effective, efficient, and safe operations of the distribution center. Prepare and keep updated written manuals in accordance with AIB standards, train staff, and enforce policies and procedures.
- Develops metrics and reports to monitor results, predict operational needs, enhance customer service, and identify process improvement opportunities.
- Keeps informed about all Feeding America, as well as State and Federal government contracts, disaster programs, etc.; Assists with logistical aspects of the organization's disaster relief plan.
- Maintains up to date driver records in accordance with NYS DOT requirements.
- Serves as the primary liaison with auditors (Federal/City/State, etc.)

Facilities/Equipment

- Oversees and directs safe and efficient operation of equipment.
- Maintains thorough and up to date knowledge of facility and food distribution management in order to implement innovative ways to improve and maximize efficiency.
- Partners with Senior Director, Food Sourcing to direct facility inspections to ensure equipment and facility are operational while identifying opportunities for improvements to reduce waste and manage repair needs.
- Oversees preventative maintenance for vehicles and facilities.
- Suggests replacement schedule for facility systems, equipment and vehicles
- Develops and manages the safety and sanitation programs.
- Maintains all equipment and keeps logs of program maintenance and planning a program of maintenance across the year.

Personnel Management /Team Leadership

- Hires, trains, delegates, motivate and retain a competent distribution center and operations staff committed to the mission and values of Feeding Westchester. Coaches and develops staff to maximize performance, makes recommendations effecting salary and employment decisions.
- Ensures distribution center staff has appropriate certification and ongoing training relative to their duties and assignments.
- Partners with VP of Fund Development and VP of Agency Services & Admin to contribute to Feeding Westchester's mission and vision by providing necessary, physical resources and staffing to ensure that activities and programs are properly supported.
- Interacts with Feeding America (and various regional or sub-regional Food Bank organizations) to enhance and further Feeding Westchester's work to fight hunger locally, while working cooperatively with other Food Banks in the national network.
- Works with appropriate staff to identify needs and opportunities for the department.
- Conducts regular meetings with warehouse managers and with all warehouse staff, encouraging the sharing of concerns with suggestions for improvements.

JOB REQUIREMENTS

Required Education/Experience

- BA/BS degree, with emphasis on Industrial Engineering or related field preferred.
- A minimum of eight years of experience in operations/distribution management including two as a supervisor. 8-10 years of experience in warehouse, distribution and facilities management, including at least five years as a supervisor, preferably in a food industry environment;
- LEAN/Six Sigma certification helpful.
- Demonstrated interest in hunger or related social issues.
- Proven success in building effective working partnerships.

Required Knowledge/Skills

- Excellent verbal and written communication skills.
- Ability to give speeches and presentations to groups.
- Must be proficient in latest software and technology.
- The ability to prioritize and perform multiple tasks simultaneously with minimal supervision.
- Extremely organized, detail oriented and able to keep accurate records for tracking and reporting.
- Strong negotiation techniques with a variety of stakeholders.
- Development and management of budget work and project plans.
- Establishment and maintenance of effective working relationships with diverse stakeholders.
- Problem solving to identify solutions and meet and enhance organizational mission.
- Must have valid driver's license and use of a vehicle to ensure ability to travel independently for Feeding Westchester business.
- High level of analytical, data interpretation, and problem-solving skills;
- Quick, adaptable, well-organized and reliable team player who handles pressure well, has excellent analytical, communication, presentation skills and offers a collegial and professional manner and outlook;
- Strong management, supervisory, communications and interpersonal skills;
- Demonstrated skill at conflict resolution Knowledge of latest warehousing, distribution, and inventory technology and procedures a plus;
- Computer proficiency, including familiarity with MS Office.
- Proven experience with process improvement methodology (Kaizen, 6Sigma, LEAN, VSM)
- Experience with or knowledge of social service/hunger issues a plus Demonstrated commitment to continuous process improvement Demonstrated commitment to core values

ABOUT US:

Feeding Westchester provides a competitive benefits package including paid time off, Medical/Dental/Vision coverages, 403(b) retirement plan with discretionary employer contribution, company-paid Life and LTD insurances, and other ancillary benefits.

Feeding Westchester is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, religion, age, disability, sexual orientation, gender identity, veteran status, height, weight, or marital status in employment or the provision of services or any other category protected by law.

HOW TO APPLY:

Interested Applicants should send resume, cover letter, and salary requirements to postings@feedingwestchester.org with the name of the position in the subject line.