

Job Title: Director of Operations
Department: Operations
Reports To: VP of Operations and Programs
Classification: Regular, Full Time, Exempt
Location: Concord, CA

Who We Are

For over 45 years, the Food Bank, made up of a diverse staff, dedicated Board of Directors and passionate volunteers, has been leading the fight to end hunger in partnership with our community and in service of our neighbors in need.

About this Opportunity

The Director of Operations plays a critical role in the efficient functioning and strategic advancement of our food bank. This position oversees all aspects of operational activities, focusing primarily on warehousing, facilities and transportation. The individual will be responsible for leading multiple teams to ensure the smooth acquisition, storage, and distribution of food, as well as the effective oversight of transportation logistics.

Essential Duties and Responsibilities

- Collaborate with the Food Bank Executive Leadership team to develop and execute strategies aimed at maximizing community impact, including initiatives to increase food access, reduce food waste, and strengthen partnerships with community stakeholders.
- Ensure compliance with local, state, and federal regulations, including AIB food safety, CARB, DOT, and CalOSHA standards.
- Oversee all aspects of inventory management, including receiving, storage, and distribution of food products, ensuring complete and accurate record-keeping to prevent waste and facilitate timely distribution.
- Lead, train, and develop operational teams with a focus on fostering a culture of care, respect, and support. Encourage open communication, empathy, and collaboration among team members to promote a positive work environment. Conduct regular check-ins, provide mentorship opportunities, and prioritize the well-being and professional growth of staff members.
- Build and maintain a positive working relationships with external stakeholders, including vendors, agency partners, fellow Food Banks, and Feeding America.
- Oversee all aspects of the food bank's facility and fleet maintenance, including budget management, vendor/staff coordination, and facilities maintenance to ensure a safe and efficient operating environment.
- Anticipate future facility and fleet requirements based on projected growth and demand. Develop long-term strategies and investment plans to accommodate expansion, upgrade infrastructure, and integrate sustainable practices where possible.
- Develop, implement, and maintain operational safety training programs, ensuring adherence to SOPs and regulatory standards to promote a safe working environment for all staff members.
- Prepare and monitor departmental budgetary goals, identifying areas for improvement and implementing strategies to enhance operational effectiveness and efficiency.

- Effectively communicate with internal and external stakeholders, including presenting reports to the executive leadership team and advocating for the food bank's mission. Utilize technology solutions for inventory management, logistics, and reporting to streamline processes and improve efficiency. Provide ongoing reporting on technology utilization, system improvements, and data analysis to drive decision-making.

Qualifications

- Proven experience in operations management, preferably in the food industry or nonprofit sector, with knowledge of transportation logistics.
- Demonstrated experience leading and developing high-performing teams.
- Proficiency with Microsoft Office Suite, order processing systems, and database navigation.
- Strong project management skills, including planning, communication, collaboration, and time management.
- Effective communication skills, both written and verbal, with the ability to interact with diverse stakeholders.
- Ability to identify and resolve problems in a timely manner, with a focus on developing alternative solutions.
- Cultural sensitivity and ability to speak effectively before groups of clients, employees, and the public.
- Ability to pass a drug screen, criminal background check, and be covered under the food bank's auto insurance policy.

Accountability

Under general direction. Established processes exist but may modify existing processes and procedures without specific approval from the VP of Operations and Programs. Primary functions are non-routine in nature and require independent decision-making. Plans own work activities; work is then reviewed upon completion. Decisions are critical to strategic success and impact achievement of organizational objectives and financial performance. Independent thinking is integral in all aspects of job.

Supervisor Responsibilities

Directly and indirectly supervises warehouse and transportation staff. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Education/Experience

Bachelor's degree preferred and at least five years of progressively responsible experience managing operations that includes three years of supervisory, administrative, and organizational experience, or an equivalent combination of education and experience. Experience in food banking is a plus.

Language Ability

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format.

Math Ability

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills

To perform this job successfully, an individual should have knowledge of Word Processing software, Spreadsheet software. Knowledge of inventory management software is preferred.

License

Valid California Driver's license and insurance and ability to be covered under the Food Bank's auto insurance policy.

Additional Information

In instances of a federal, state or locally declared emergency, Food Bank is typically considered an essential service and emergency responder; all its employees may be called in to perform regular or emergent duties.

Compensation and Benefits

This is a full-time, exempt position. To ensure internal pay equity, the starting pay range for this position is \$115,000 - \$130,000 annually.

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive and extensive benefits package including health, dental, and vision, life insurance, flexible spending account, 403(b) employer matching, and paid leave to eligible employees. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the organization. We strive to provide an inclusive, collaborative, and creative environment where each person feels encouraged to contribute to our processes, decisions, planning, and culture.

To Apply

Please send your resume, cover letter, and any supporting documents to hr@foodbankccs.org with the subject line: "Director of Operations". Email submission is preferred.

Or by mail to:

**Food Bank of Contra Costa and Solano
Attn: Human Resources
4010 Nelson Avenue
Concord, CA 94520**

FBCCS is an Equal Opportunity Employer and complies with applicable state and local laws governing nondiscrimination in employment in every location in which the FBCCS has facilities.



Job Opening

We strive to create a workplace and organization that reflects the communities we serve where everyone feels empowered to be their full, authentic selves. Together, we work innovatively to effectively serve our community. Underrepresented groups are welcomed and encouraged to apply.

FBCCS does not have the resources to sponsor visas, nor any open positions eligible for the H-1B program.

For more information about us, please visit: <http://www.foodbankccs.org/careers>