

Second Harvest Foodbank of Southern Wisconsin

JOB DESCRIPTION

Job Title: Chief Operations Officer
Reports To: President/CEO
FLSA Status: Exempt

Date Updated: August 2019
Hours: Full-time

Summary: The Chief Operations Officer is responsible for oversight of all operational and facility functions including: food procurement and distribution, including both donated and purchased food, logistics, inventory, food safety, workplace safety, facilities and fleet maintenance, as well as information technology. The COO will collaborate with the President/CEO, Board of Directors and senior leadership team by providing a supply chain vision, as well as participating in the overall business strategy.

Expectations of the Employee

- Adheres to Second Harvest Foodbank Policy and Procedures.
- Acts as a role model within and outside the Foodbank.
- Performs duties as workload necessitates.
- Timely and appropriate execution and implementation of plans and ideas.
- Maintains a positive and respectful attitude.
- Communicates regularly with supervisor about department issues.
- Demonstrates flexible and efficient time management and ability to prioritize work load.
- Consistently reports to work on time prepared to perform duties of position.
- Meets department productivity standards.

Position Responsibilities & Essential Functions

Leadership and Strategy

- Participate in all strategic planning processes and activities.
- Serve as a member of the management team and as such provide leadership in decision-making, vision building and strategic guidance in all areas of SHFB.
- As the leader of the operations team, advocates for efficiency while considering effectiveness and contribution to achievement of overall mission of SHFB.
- Develop and manage departmental budget in the context of SHFB's overall annual budget.
- Lead through influence; ability to prioritize and communicate to staff about key objectives necessary to achieve organizational goals.
- Interact with Feeding America (and various regional or sub-regional food bank organizations) to enhance and further SHFB's work to fight hunger locally, while working cooperatively with other food banks in the national network.
- Strategizes and collaborates with Agencies/Programs team on food procurement needs, oversees plans for annual procurement (rescue/recovery, donations, purchase).

Logistics, Compliance, Operations

- Ensures safe, secure, clean, compliant, and well-organized facility.
- Provides supervision and oversight to SHFB's distribution and warehousing of food, ensuring compliance with all safety and other regulations (e.g. OSHA standards, AIB Food Safety, HACCP, Feeding America).
- Ensures the efficient transportation logistics including delivery/pickup routes, as well as the maintenance and management of vehicle fleet.
- Serve on SHFB Safety Committee, act as the HACCP Coordinator, and participate in other roles or committees as needed.
- Responsible for business continuity and disaster relief plans, in collaboration with other team members.
- Oversee inventory management with a focus on stewardship (donated food and funds) and accuracy.

- Responsible for the review, update, and maintenance of Standard Operating Procedures for areas of oversight.
- Analyze current technology infrastructure, provide recommendations and ensure smooth implementation of new systems.
- Oversee IT, including any third-party vendors providing IT services.

Interdepartmental Collaboration

- Positively contribute to an organizational culture of safe and secure food handling, warehousing and distribution.
- Coordinates activities across departments to ensure smooth operations.
- Provide relevant operations reports to CEO and/or others regularly and/or as needed.
- Collaborate on new program initiatives, planning, and decision-making, keeping in mind SHFB's goals and objectives; Help identify new opportunities and priorities without mission creep.
- Ensures communication and information flow within operations and between departments in the organization.

Mission-Focus

- Work cooperatively with staff and volunteers to support the mission of SHFB and meet and sustain SHFB goals.
- Build both paid and volunteer staff into an effective team to work toward SHFB's mission and goals.
- Collaborate on new program initiatives, planning, and decision-making, keeping in mind the SHFB's goals and objectives; Help identify new opportunities and priorities without mission creep.
- Lead continuous improvement planning program.
- Perform any other duties as needed to fulfill our mission, drive our vision and abide by our values.

Competencies

Management Skills

- Leads through influence; instills a coaching culture, and has an ability to prioritize and communicate with staff about key objectives necessary to achieve organization goals.
- A balanced strategic thinking and strong operator; highly results-oriented.
- Flexible and agile, an ability to manage change positively and balance competing priorities without getting overwhelmed.
- Diplomacy, customer service, and patience – an ability to work with paid staff, interns, and volunteers.
- Innovative and forward thinking, listens for emerging trends from staff, volunteers, and community; able to translate new ideas into action.
- A team player, a collaborator within the operations department and with other departments.
- Excellent relationship building skills with ability to communicate and work effectively with a wide variety of internal and external stakeholders.
- Strong business acumen and ability to contribute to strategy and operations; use understanding of key business goals and strategies to deliver on the mission.
- A sense of humor and the personal qualities of integrity, humility, entrepreneurial spirit, calm under fire, and commitment to striving for continuous improvement.
- Ability to identify and resolve problems in a timely manner.
- Ability to delegate, providing authority to work independently and set expectations.
- Ability to motivate others to perform well and accept feedback from others.
- Willingness to make decisions; exhibits sound and accurate judgment and makes timely decisions.
- Operates with a sense of urgency.

Language Ability

- Ability to read, analyze, and interpret professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and standard operating procedures.
- Ability to effectively present information and respond to questions from groups, managers, agencies, customers, and the general public.

Communications

- Excellent written and oral communication skills with the ability to relate well to all levels of SHFB, ability to build appropriate rapport, ability to build constructive and effective relationships.
- Demonstrates group presentation skills and conducts productive meetings.
- Excellent interpersonal skills, including the ability to effectively coach and mentor team members; collaborate and build relationships; and leverage resources within the function and across the organization to achieve desired outcomes.
- Ability to communicate the branded message internally (mission, vision, and values).

Computer Skills

- To perform this job successfully, the individual should have advanced knowledge of the following computer software programs.
 - Microsoft Office Suite – specifically Word and Excel.
 - Internet.
 - Order processing, database, and inventory management systems.
- Experience working with an integrated manufacturing and financial system is preferred.
- The employee will also be expected to effectively learn and use internal software programs as necessary.

Qualifications

Required Education/Experience

- Bachelor’s Degree or equivalent combination of education, training, and experience.
- Minimum of five years of prior management experience in operational roles.
- Demonstrated senior leadership with strategic, policy, and budget planning experience in complex organization.
- Five years’ experience with distribution/logistics systems preferred.
- Experience with food distribution preferred.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job operates in a professional office as well as warehouse environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, etc. The noise level in the work environment is usually moderate. While in the warehouse, the employee is regularly exposed to working near moving mechanical parts. The employee may occasionally need to use warehouse equipment such as pallet jacks and hand trucks.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; stand; walk; use hands to finger, handle or feel; reach with hands and arms; talk; and hear. The employee is occasionally required to stoop, kneel, crouch or crawl, taste/smell and lift and/or move up to 40 pounds.

Employee Signature*

Date

**Employee signature constitutes employee’s understanding of the requirements, essential functions and duties of the position. This job description does not alter the employee’s employment-at-will status with Second Harvest Foodbank of Southern Wisconsin. This job description is an outline of the position’s current duties, and responsibilities, it is not designed to cover an exhaustive listing of activities that are required to complete the job responsibilities. Second Harvest Foodbank of Southern Wisconsin reserves the right to make appropriate changes in this job description at the sole discretion of the management.*