

Position Title:	Operations Director	Department:	Hunger Prevention Services
Reports to:	Sr. Director of Hunger Prevention Services	Classification	Exempt <input checked="" type="checkbox"/> Non Exempt <input type="checkbox"/>
Date:	August 2019	Supervises:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

Volunteers of America Western Washington is currently hiring a fulltime, salaried, Operations Director for our Hunger Prevention Services. Not only does this position give you the opportunity to contribute to a great cause in our community, but you also get to work with an outstanding team of like-minded individuals.

WE OFFER:

COMPETITIVE SALARY
 UP TO 200 PAID TIME OFF HOURS PER YEAR
 PAID TRAINING
 MEDICAL, VISION & DENTAL BENEFITS
 LIFE INSURANCE
 403(B) RETIREMENT with employer match after two years
 SHORT TERM DISABILITY
 EMPLOYEE ASSISTANCE PROGRAM and more....

General Function:

This position has dual responsibilities of supporting the efforts of the senior director to create efficient and smooth operations and to develop community support in order to maximize food distribution to the most vulnerable children, seniors and families in Snohomish County. Lead and build a strong team with the Food Bank staff & volunteers and manage efficiencies for the Distribution Center team to ensure superior procurement of food, food distribution, volunteer engagement, community relations and outreach. Additionally, this position will cross-train in order to understand and fill-in as needed to ensure continuity of food delivery to clients. Please note this position is a mix of physical work along with administrative, data entry, and superior customer service skills.

Key Responsibilities:

- Provide guidance and leadership to the Hunger Prevention Services' Team
- Lead and support the team with following policies and procedures that adhere to proper & safe food handling/storage best practices
- Ensure high standards of service and delivery
- Oversee the Distribution Services Program and provide backup with the administration & reporting requirements; equipment & personnel scheduling; and logistics
- Provide exceptional customer service and community outreach by building relationships and maintaining prompt communications
- Support and enhance the volunteer recruitment, engagement, and training needs
- Ensure all documentation & reporting is completed in an accurate and timely manner; review and analyze statistical data in order to improve programs
- Monitor program budgets on a monthly basis and assist in creating preliminary yearly budgets
- Strategize with agency leaders on program development and changes to enhance food distribution to the community
- Become the in-house expert on client tracking software, train staff and volunteers

- Support the administration of the Grocery Rescue program to ensure compliance with guidelines
- Manage fleet of agency vehicles, including daily/weekly inspections, lease details, and maintenance
- Supervise and assist with all food drives, serving as the main contact for those interested in hosting a food drive; responsible for actively soliciting groups to host food drives, generating food bank acknowledgments, thank you notes, tracking poundage, and updating food drive materials
- Represent Hunger Prevention and function as an ambassador for the program and VOAWW at tabling events

Required Knowledge, Skills and Abilities:

- Contribute to and support a positive, team-oriented work environment.
- Maintain effective organizational and interpersonal skills including written and verbal communication skills.
- Have a thorough knowledge of MS Excel, Outlook, Word and be computer-savvy with electronic documentation processes.
- Be able to identify and resolve problems in a timely manner, gather, and analyze information skillfully.
- Resolve conflict and be able to identify potential conflict amongst others or those being cause by oneself.
- Demonstrate a focus on quality by being accurate and thorough; look for ways to improve processes and deliverables.
- Accept responsibility for one's own actions and follow through on commitments.
- Be committed to the agency's mission and objectives.

Additional Qualifications:

- AA in related field or equivalent years of experience in a food-related industry and/or a transferrable job experience
- Minimum of 3 years of experience in a professional office with advance MS software skills
- Ability to arrange for flexible schedule (will include some evenings & weekends)
- Be self-driven and motivated to problem solve and improve processes
- Have reliable transportation as local travel will be required and a clean driving record
- Able to pass background check to allow for working with vulnerable adults/seniors and children
- Must possess the ability to be flexible and adaptable to a changing environment and working with a diverse population
- Demonstrate resiliency and adaptability with on-going changes and growth

If you wish to apply for this position, please email your cover letter and resume to:

recruiter@voaww.org.

Volunteers of America provides equal employment opportunities to all employees and applicants for employment without regard to race, sex, age, sexual orientation, marital status, color, creed, religion, national origin, disability, disability or status as veteran or special disabled veteran, use of trained guide dog or service animal by a person with a disability. We are in accordance with applicable federal laws and in compliance with the Americans with Disability Act, to include HIV Aids and other communicable diseases covered under the Act. Additionally, the agency complies with applicable state and local laws governing non-discrimination in employment.