

Position Title:	Operations Director	Department:	Hunger Prevention Services	
Reports to:	Senior Director of HP	Classification	Exempt <input checked="" type="checkbox"/>	Non Exempt <input type="checkbox"/>
Date:	September 2020	Supervises:	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

At Volunteers of America Western Washington, we have a clear vision: to be the place where a diverse mix of talented people want to come, to stay and do their best work. We are dedicated to promoting an inclusive environment where all people feel accepted and valued.

WE OFFER:

COMPETITIVE SALARY
UP TO 200 PAID TIME OFF HOURS PER YEAR
MEDICAL & DENTAL
403(B) RETIREMENT
FLEX SPENDING ACCOUNT and more....

The Operations Director is responsible for directing and managing the overall operations of the Hunger Prevention Services program components in accordance with the program’s strategy and initiatives. Both the Distribution Services Center and Food Bank operations report up through the Operations Director. This position will report to and work collaboratively with the senior director of the Hunger Prevention program.

The operations director contributes significantly to the Hunger Prevention’s commitment to providing nutritious food free of charge to those in need by identifying and mobilizing resources, developing and maintaining resource mobilization strategy, maintaining donor relations and leading the design of new program components, in addition to contributing to strategic planning, and advancing impact measurement.

Skills and Abilities:

- Considerable abilities managing operational tasks, identifying gaps, and implementing solutions
- Exceptional skills in personnel and volunteer management
- Strong ability to communicate (verbally and written) with program staff and volunteers, as well as program stakeholders such as community agencies and members, existing and future partners, the VOAWW executive team, members of the Snohomish County Food Bank Coalition and other anti-hunger agencies and food banks
- Budgeting abilities desired for keeping deadlines and budgets on track
- Ability to plan, organize and coordinate multiple program development activities
- Knowledge of emergency food services and systems a plus, but not required
- Strong computer skills including MS Word and Excel
- Experience working in a complex, fast-paced work environment. Must be able to flex with changing demands
- Ability to arrange for flexible schedule (will include some evenings & weekends)

- Reliable transportation and good driving record required. This position oversees multiple sites in Everett, Sultan and Arlington.
- Ability to use warehouse equipment such as pallet jack and forklift once trained
- Ability to lift items up to 50 lbs. consistent with assistance

Education and Experience

- Minimum of a Bachelor's degree in business administration, project management, research, data analysis, process improvement, non-profit leadership, or another applicable field
- Work experience of five or more years as an operations manager or director, project or program manager, business manager, or other transferrable experience
- Minimum of two years' experience of effective team building and supervision of volunteers
- Or a combination of applicable and transferrable education and experience

Principal Activities:

- Responsible for planning, implementing, and evaluating program operations; and conducting needs assessments and gathering data to firm up program requirements.
- Oversee the Distribution Center and Food Bank operations (includes, but not limited to, procurement, receipt, storage, inventory, movement, and distribution of goods).
- Identify gaps and implement sustainable solutions.
- Ensure the programs and services offered by Hunger Prevention contribute to the program's mission and reflect the priorities set by the Senior Director and Executive Team.
- Work with the Senior Director to identify and plan service components that positively impact our community in regards to emergency food needs. Implement and evaluate these new program components.
- In collaboration with Volunteer Coordinator, work to recruit and retain volunteers.
- Organize & lead group volunteers to assist with food bank projects and/or community events.
- Manage program component budgets and resources in a responsible manner.
- Represent the Hunger Prevention program at community food drive activities to enhance the organization's community profile and share information.

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.