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| **Reports To**: | President & Chief Executive Officer |
| **Supervisory Responsibilities?** | Yes |
| **FLSA Classification** | Exempt |
| **Work Status** | Full Time |
| **Effective Date** | November 2024 |
| **Revision Date(s)** | November 2024 |

**POSITION SUMMARY**

As a member of the executive Leadership team, the Chief Operations Officer provides strategic leadership and overall management of the Operations, Warehouse systems, Food Sourcing and East regional kitchens. Position ensures the delivery of comprehensive services and programs, both short and long term, that comply with and support Second Harvest Food Bank’s stated mission and vision. COO ensures compliance with all appropriate standards as well as all local and national laws and regulations. Positions provides status updates on Operations to the CEO as requested. Position works closely with Executive Leadership team members and Board of Directors to ensure achievement of Company goals.

Second Harvest Food Bank (SHFB) believes that each employee makes a significant contribution to the success of the company; that contribution should not be limited by the work identified, assigned tasks, and overall responsibilities. Each employee is expected to offer his/her talents, expertise, and services whenever necessary to ensure the achievement of company goals.

**ACCOUNTABILITIES**

* Recommend, plan and coordinate all on going activities associated with both East and West Regional Operations of Second Harvest Food Bank.
* Recruit, motivate and lead a high-performance team of individuals who support and execute the daily mission of the Company.
* Develops annual goals and objectives for Operations and coordinates those with the Executive leadership team. Works as part of the EL team to develop the short and long term sustainable strategic plans of the company.
* Work collaboratively with EL members to oversee the development and implementation of plans for program/service expansion within the framework of strategic objects and budgets.
* Develops and implements sustainable strategies for Operations.
* Develops annual operating and capital budgets for Operations. Manages resources and assets to achieve all budgetary requirements.
* Instills the principles of project management and establishes a culture of continuous improvement. Identifies and drives change initiatives. Acts as a change agent. Operates in a manner that effectively and efficiently uses the resources available.
* Manages the company’s project portfolio.
* Exhibits strong business acumen by offering advice, guidance and direction on business matters including policies and procedures, new initiatives and problem solving.
* Review operating results against established goals, both operational and financial. Implements corrective action as required.
* Develops and mentors’ staff so that their full potential is achieved.
* Conducts performance/development reviews for all direct reports. Ensures all members of operations have set goals and are accountable to those goals.
* Serves as the Disaster Incident Commander, overseeing the planning and execution of disaster response operations and management of partner relationships.

**QUALIFICATIONS**

**Education:** Bachelor’s degree in Business, Supply Chain Management, Logistics or a related field.

**Experience:** 15 - 20 years of progressive operations experience in a multi-facility environment, 5 of which are at a senior level. Experience must include warehousing, transportation, inventory control, warehouse management systems and budgeting.

**Skills and Capabilities**

*The ideal candidate will possess many of these professional and personal abilities and attributes:*

* Proven ability to make effective decisions, allocate resources and prioritize operational objectives in a fast paced, growth environment.
* Proven experience in developing and implementing strategic plans.
* Demonstrated experience in driving continuous improvement and organizational change.
* Experience in formal project management. Ability to manage/oversee complex projects including construction, renovation, expansions and new programs.
* Strong financial acumen as well as quantitative, analytical and problem solving skills.
* Establishes a sense of urgency within Operations to complete tasks and assignments on time and within budget.
* Excellent written and verbal communication, interpersonal, negotiation and conflict resolution skills.
* Excellent presentation skills and the ability to present complex information to staff, Executive leadership, major donors/corporations and the Board of Directors.
* Ability to interface effectively with the Board, Executive leadership team, staff, network of agencies, government and civic leaders.
* Working knowledge of MS Office including Excel, Word, Outlook and PowerPoint.
* Must be willing to work a flexible schedule and willing to work nights or weekends if required.

**Allowable Substitutions:** Combination of education, experience, and/or training that provides the required knowledge and skills for the position may be considered in lieu of education and/or experience at the company’s discretion.

**WORK ENVIRONMENT**

The physical demands and work environment characteristics 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.

This position operates dually within in an office setting and a warehouse environment (food bank). The office has high lighting levels, is temperature controlled, and has limited potential for hazards; contrast, the warehouse has low to moderate lighting levels, is not temperature controlled, and has high potential for hazards. Travel within the local area is necessary, thus a vehicle is required as is current auto insurance. Some travel for overnight trainings may be required. Occasionally, warehouse duties for repack or salvage may be required as well as the need to respond to issues outside of normal working hours (e.g., special events, disaster response, etc.). Pushing, pulling, lifting, and/or carrying objects may be required. With forklift traffic in the facility and product stacked and stored throughout, this position requires someone who is mobile and who can watch for traffic and normal hazards of a warehouse environment

By signing below, I acknowledge that I have read and understand this job description.

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Employee’s Printed Name

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Employee’s Signature Date

*The above statements are intended to describe the general nature and level of work performed by employees assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills. This job description does not constitute an employment agreement/contract between SHFB and the employee and is subject to change as the needs of the company and requirements of the job change.*