

## **Los Angeles Regional Food Bank Job Description**

**Job Title:** Director of Operations

**Status:** Exempt

**Location:** Los Angeles, CA

**Department:** Operations

**Reports To:** Chief Operating Officer

### **SUMMARY**

Directs, administers, and coordinates the operational and programmatic activities of the organization in support of policies, goals, and objectives established by the President and COO in conjunction with the Food Bank's leadership team. Is responsible for a safe, well-organized and efficient operation.

### **SUPERVISORY RESPONSIBILITIES**

Direct supervision of the Director of Operations, Warehouse Manager and the Warehouse/Logistics Manager as well as indirect supervision of the supervisors in order picking, gleaning (volunteer oversight) and produce and perishable management.

### **Job Duties**

- Guide and direct management of the daily operation ensuring efficient and effective receipt, storage and distribution of perishable and shelf stable food products and services to customers with an eye toward continuous improvement.
- Oversees and ensures proper coordination and execution of Delivery Programs, Warehouse inventory, and distribution programs, Produce and Perishable program, and Facilities Management.
- Report weekly and monthly to COO to identify performance variances with recommendations for required corrective actions.
- Ultimate operational responsibility for operations, transportation, and production services including all drivers and transportation related employees and administration staff.
- Develops metrics with department managers to measure performance, control assets, and related costs, optimize transportation equipment and associated maintenance.
- Management of facilities, maintenance and vendor relationships ensuring all contractual commitments are met.
- Use relevant experience to drive safety initiatives, awareness, and reduce incidents. Drive root cause investigations for all injuries and incidents, ensuring consistent discipline and retraining.
- Create KPIs, goals, and objectives for each department, which can be used to analyze and forecast operational performance (hours per leg, overtime %, external transportation spend, and cost per mile).
- Manage policy development and deployment in the areas of lean operating techniques, cost reduction, complete and on-time delivery, safety, customer satisfaction, employee relations, and site performance measures.
- Direct timely and accurate accruals to be made to ensure costs incurred are accurately reflected in the appropriate period.
- Participate in and create, along with the President and COO and other members of the senior management team, strategic plans that cover current activities and projected growth and development opportunities for the organization and enhance distribution, helping the Food Bank reach new audiences or increase efficiency.
- Coordinate plans for further development of existing programs to increase the output and efficiency in response to demand for various kinds of food assistance.

- In partnership with appropriate management staff, coordinate efforts to evaluate the results of each area of operations and systematically report these results to the COO, leadership team, and staff as appropriate.
- Perform other duties as assigned.

## **QUALIFICATIONS**

- Minimum 8 to 10 years related experience and/or training; or an equivalent combination of education and experience
- Bachelor's degree in Business, Operations Management, Logistics, Supply Chain, Engineering or related field highly desired; Green Belt/Six Sigma certification highly desired.
- Knowledge of best practices in warehousing and distribution for a food distribution operation and ability to drive and implement change in a complex environment, preferably with a unionized workforce.
- Good analytical and problem-solving skills possesses the ability to develop and implement strategic plans
- Demonstrated ability to manage a large-scale Distribution Center and achieve results through others in a collaborative manner. Exceptional organization of short-intermediate- and long-term commitments to ensure completion to schedule. Strong follow-up and follow through capabilities are a must.
- Knowledge of AIB and general food safety requirements, auditing requirements, inspections, etc.
- Excellent interpersonal, communication and problem-solving skills along with the ability to provide clear and concise details regarding cause and effect, both verbally and written.
- Solid computer skills in Microsoft Office; Excel, Word, ERP, Roadnet Transportation Systems
- Knowledge of truck maintenance and safety procedures, DOT/DMV requirements as they pertain to Class A and Class B drivers.
- Must be available to work fluctuating schedule throughout the regular work week including

### **Benefits:**

We offer a competitive benefits package:

- Medical, dental, vision, flexible spending accounts.
- Employer paid Life Insurance and Long Term Disability
- 403(b) retirement savings plan
- Employee Assistance Program
- Vacation: 2 Weeks for the first 3 years.
- Sick Time: 10 days per year

If interested in this position, please apply directly at <https://www.lafoodbank.org/jobs/> with résumé and salary requirements.

As a part of the Food Bank's pre-employment screening process, all potential employees are subject to a Criminal Background Check.

The Los Angeles Regional Food Bank is proud to be an "Equal Opportunity Employer".