



Head of Food Operations CT Food Bank/Foodshare

Reports to: President/CEO

The Head of Food Sourcing and Distribution Operations is a member of the Senior Leadership Team for Connecticut Food Bank/Foodshare and has joint responsibility for organizational leadership and mission success. They have operational responsibility for warehousing/ facilities management, logistics, food sourcing, and volunteer services. This position is critical for ensuring operational processes are compliant with applicable Federal, State, and local laws and regulations, as well as Feeding America contract requirements.

Key Responsibilities

Drive Business Strategy

- Provide leadership and direction to the organization's food sourcing, transportation, distribution, and warehousing of food in accordance with Feeding America guidelines.
- Ensure compliance with regulatory bodies regarding warehousing, transporting, and distributing food, including OSHA, AIB, Feeding America, USDA, DSS and other state and local agencies.
- Monitor progress toward food sourcing goals and create action for continuous improvement strategies to maximize community impact and successfully achieve annual growth goals.
- Identify and track key performance metrics for all areas of operations.
- Ensure the health and safety of all employees and volunteers.
- Contribute toward goals in sourcing nutritious food, new food donor acquisitions, recapturing lapsed food donors, and quality standards for donated product.
- Establish strong person to person relationships with food donors/food donor companies. Conduct donor/partner visits as needed to maintain healthy relationships.
- Ensure that Feeding America guidelines, processes, and procedures for receiving food donations are followed.
- Stay up to date on local and national trends in food sourcing and food donations through Feeding America using Feeding America tools and resources, as well as industry knowledge and transferring that knowledge and learnings to Connecticut Food Bank /Foodshare.

Enable Organizational Execution

- Continuously evaluate and work to improve operational systems and processes.
- Direct management in all aspects of daily operations and program execution, ensuring efficient and effective distribution of food products and optimal service to customers.
- Manage government food programs and other large or unusual donations of food to ensure that partner agencies receive appropriate shares of the food available. Provide for the proper administration of these programs/projects.
- Work cooperatively with Feeding America and other food banks in the national network.
- Work with FEMA and members of Connecticut Voluntary Organizations Active in Disaster to coordinate the distribution of food in times of disaster.

Build Organizational Capability

- Provide direct supervision to appropriate staff, including timely performance reviews and development of annual work plans; support managers in their supervisory responsibilities.
- Provide regular opportunities for staff development.
- Establish and maintain a working environment conducive to positive morale, quality outcomes, creativity, and teamwork.

Critical Success Factors

Credibility and Action Orientation. Build effective relationships of trust and credibility internally and externally, within the Leadership Team, with the Board of Directors, and within the operations team.

Culture and Change Stewardship. Demonstrate effectiveness in helping to shape and support the company's culture.

Strategy Architecture. Recognize industry trends and their impact on the business, forecasting potential obstacles to success, and facilitating the process of gaining strategic clarity.

Operational Execution. Effectively execute the operational aspects of food distribution. Develop, implement, evaluate, and report on performance metrics for each area of responsibility.

Business Knowledge. Contribute to the success of the business by knowing the social context (non-profit) or setting in which the food bank operates. Understand the revenue-generating components of the business and have business acumen to support success. Understand the interdependencies between operations and other departments and work effectively interdepartmentally.

Results Focused. Be counted on to exceed goals successfully; hold oneself and direct reports accountable to the success of the organization's mission.

Staff Development Skills. Objectively identify high-performers and participate in career and succession planning. Share information with team members, encourage collaboration, and share ownership and visibility.

Knowledge, Skills, and Abilities

General

- Honesty, integrity, and commitment to fighting hunger in Connecticut.
- Ability to relate effectively with other staff, volunteers, agency representatives, and the general public.
- Must have clear understanding of and ability to articulate the mission of Connecticut Food Bank/Foodshare.
- Ability to complete work in an accurate, effective, and timely manner.

Specific to Position

- Bachelor's degree and 10+ years of experience in warehouse management or its equivalent is required.
- Food industry management experience strongly preferred.
- Knowledge of OSHA and HAACP, and experience managing safety programs is preferred
- Excellent written, oral, interpersonal, communication, and customer service skills. Ability to work as a collaborative team member within operations and cross-functionally.
- Excellent organizational, planning, and problem-solving skills.
- Proficient knowledge of Microsoft Office Suite.

Send resume with salary requirements to:

hr@ctfoodbank.org