



## Director of Operations and Programs

**Position Title:** Director of Operations and Programs  
**Reports to:** Executive Director  
**Status:** Full time, non-exempt  
**Hours:** Full-time (40 hours/week)

**\*\* This position requires the ability to work occasional off-hours duty to permit timely attention to mission-critical functions\*\***

**Salary Range:** \$90,000 - \$110,000 per year depending on experience and qualifications

**Mission of the Imperial Valley Food Bank:** Fighting Hunger - Bringing Health and Hope to the Imperial Valley

### **Job Summary:**

The Imperial Valley Food Bank is an exciting, challenging, and rewarding place to work. The Director of Operations and Programs is an inspiring leader with an abundance mindset who is equally capable of meeting the needs of the organization at both a strategic level and in the details of the day to day. They are passionate about the mission of IVFB and are a skilled problem solver who inspires and enables their team to meet the aspirational goals of the organization. As a key member of the Executive Team, they are highly professional and set the tone for organizational culture and values. They lead continuous improvement efforts and are an experienced change manager.

The Director of Operations and Programs is accountable for the efficient and effective movement of food from donor to neighbors facing hunger. To accomplish this important mission work, this position will oversee the functions of food sourcing, receiving, warehousing, volunteerism and product packing, shipping, agency and program partnerships, and distribution. Additionally, the Director of Operations and Programs is responsible for ensuring strong internal and external relationships and that product and people are safe. This position oversees four managers including the Food Sourcing Manager, Operations Manager, Volunteer Coordinator, and Programs and Distributions Manager. 80-100% of this positions time is spent at the food bank. Time spent away from the food bank includes relationship building visits to community partners and distribution sites.

## Key Accountabilities:

- **Oversees Daily Food Sourcing, Operations, Volunteer, and Programs Functions**
  - In collaboration with direct reports, ensures the effective and efficient flow of food from donor to neighbor facing hunger.
  - Ability and willingness to roll up sleeves, dive in, and produce results utilizing the existing infrastructure to meet current goals while making time to strategically grow the overall effectiveness and depth of our efforts
  - In collaboration with warehouse team, ensures effective inventory control, stock rotation, and sufficient food availability and supply in line with the food bank standard operating procedures
  - Ensures maintenance of IVFB's facilities and equipment and plans for the equipment lifespan
- **Strategy and Planning**
  - Serves as a key member of the executive team and a thought partner to the Executive Director
  - Connects the dots from annual goals to monthly metrics and each team members workplan
  - In collaboration with the executive team, develops, implements, and monitors the departmental budget to support annual goals
  - Leverages existing data to solve day to day challenges and plan long term solutions
- **Compliance and Reporting**
  - Builds and instills a culture of safety and compliance
  - Understands and ensures compliance with all City, County, State, AIB and food donor **Food Safety** requirements
  - Understands and ensures compliance with all City, County, and State **Personal Safety** requirements
  - In collaboration with the Director of Finance, oversees **inventory control** compliance to SOP's, accuracy, and administration of IVFB's inventory system, P2.
  - Understands, ensures compliance, and administers all **DMV and DOT** requirements
  - Accountable for ensuring partner **agency and program site compliance** with all applicable Feeding America and federal requirements
  - Oversees **emergency preparedness** activities and plans
- **Relationship Building and Collaboration**
  - Identifies, at a high level, gaps in service and/or community engagement and strategically builds relationships and partnerships to meet the need
  - Collaborates with FIND Food Bank, including pulling and sending monthly reports
- **Inspirational Leadership**
  - Inspires excitement for and connection with the mission

- Supports the development of all team members through mentorship, training, and professional development
- Creates consistency and accountability through the active use, maintenance, and creation (as necessary) of standard operating procedures.
- Creatively and systematically breaks through the natural silos that can occur between programs and operations
- Acts as the person in charge when the Executive Director is out of office
- **Continuous Improvement and Change Management**
  - Fosters a culture of continuous improvement and cross-functional collaboration
  - Develops SMART goals and success metrics at all levels of accountability
  - Tracks and regularly shares metrics with executive team, direct reports, and department
  - Thoughtfully engages staff throughout the change management process

### **Leadership/Supervisory Responsibilities**

Accountable for the outcomes of all team members who report up through to the Director of Operations and Programs. Directly responsible for four direct reports. Will determine and assign resources including the development of work plans and performance management of direct reports within the department.

### **Education and Experience**

- Bachelor's degree is preferred
- Additional years of experience and certifications would be considered in lieu of having a bachelor's degree
- Can demonstrate, through a clear record of past achievements, the ability to operate in a multi-level, mission-driven organization
- Previous experience leading programs and/or operations at a food-based business or organization
- Valid Class C CA Driver's License and insurance and ability to be covered under the Food Bank's auto Insurance policy required.

### **Knowledge, Skills, and Abilities:**

*That you must have:*

- Passion for the Food Bank's mission and values, including commitment to ending hunger
- Compassion, integrity, and ability to relate to people of varied economic, racial, ethnic, and religious backgrounds
- Demonstrated networking skills and ability to sustain and build partnerships and collaborations

- Strong interpersonal skills and an outstanding ability to lead and manage a team of professionals from different cultures, mindsets, and areas of expertise
- Ability to set priorities and to develop, review, and implement budgets
- Strong organizational and planning skills and attention to detail
- The ability to conceptualize and analyze problems and solutions in a proactive, constructive, and creative manner
- Ability to leverage technology, data, and analytics to measure outcomes
- Strong collaboration skills including listening to and learning from others
- Excellent communication skills and experience
- Ability to adapt communication strategy to audience
- Confident public speaker
- Human resources management experience and ability

*That we'd like you to have:*

- Bilingual English/Spanish
- Food Safety training

The above statements are intended to describe the general nature of work being performed by those assigned to this position. They are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel in the position. All personnel may be required to perform duties outside of their normal responsibilities, including flexibility in work hours and location.