



Weld Food Bank

Job Description

Job Title: Chief Operating Officer
Department: Operations
Reports To: Chief Executive Officer
Responsible For: Warehouse & Inventory Management, WFB Safety Committee, Food Safety, Program Management, Food Acquisition and Audit Compliance
Status: Exempt
Prepared By: CEO
Prepared Date: June 2024

Summary:

The Chief Operating Officer is responsible for providing strategic leadership and vision for Operation and Program areas, including the direct or indirect leadership of a large team including warehouse, distribution, inventory, receiving, safety, transportation, agency relations, government commodity programs, older adult programs, outreach, and food sourcing for Weld Food Bank. The COO works in partnership with the CEO and Management team to set a vision for, implement, and monitor the strategic plan for customer service, team engagement, efficiency, internal and external customer service, and ultimately, the needs of those we serve at the core of all decision making and serves as a key leader in the organization and across Weld County.

Essential Functions

Administrative

- Serves as external spokesperson for the Food Bank at all times
- Provides information, consultation, reports and data to Chief Executive Officer and Board
- Attends meetings of the Board of Directors, providing information to the Chief Executive Officer as needed
- Works with the Development Department providing information for presentations and funding opportunities
- Develops an annual revenue and expense budget for Operations
- Serves as an active and engaged member of Food Bank leadership team and participates in the strategic planning process
- Maintains positive relationships with staff, clients, BOD, agencies, donors, Feeding America, volunteers, vendors and other food banks
- Represents the Weld Food Bank at cluster meetings pertaining to operations
- Complete inventory reports for TEFAP and check in TEFAP items using USDA online portal.
- Serves as liaison for Feeding Colorado Operations Team.

Operations

- Oversee the development, implementation and maintenance of a comprehensive safety program for employees and volunteers. Develop a tracking and reporting mechanism for the safety program
- Develop and manage a program to ensure that vehicles, equipment and all facilities are adequately maintained at levels needed to assure that objectives, goals and commitments are met
- Continuously evaluate and work to improve operational systems and processes to enable WFB to operate efficiently, effectively and accommodate both short-term and long-term growth
- Maintain facilities and appropriate records in all locations so that all required inspections are completed in an efficient, timely and satisfactory manner

- Establish and direct food safety program to comply with all regulatory bodies including the health department, CDHS, and Feeding America and AIB
- Oversees food acquisition and distribution efforts in support of the Weld food Bank strategic plan
- Develop and manage systems and procedures for receiving and distributing inventory that will result in effective control of inventory
- Develop and maintain a disaster plan and training activities with Chief Executive Officer
- Conduct physical management evaluations of TEFAP Partner Agencies. Follow up on any problematic issues to ensure compliance.
- Ensure compliance with all USDA, Feeding America, USDA, CDHS, and any other applications regulatory procedures.
- Leverage understanding of current and future program needs to set daily/weekly volunteer priorities with the Volunteer Manager
- Communicate daily/weekly volunteer priorities to ensure all projects are set up appropriately prior to volunteer arrival.
- Always administer and conduct operations in an “audit-ready” status. This includes maintaining regular documentation, testing systems, and spot-checking the work of direct and indirect reports, and those outside the COO’s supervisory scope.
- Continuously evaluates and works to improve operational systems and processes to enable Weld Food Bank to operate efficiently and effectively, and to accommodate both short-term and long-term strategies and/or growth.
- Ensures regular and consistent food safety and occupational safety training, including first aid, CPR, and all AIB procedures for all operations staff; planning, scheduling, and facilitating training when required.

Management

- Develop an organizational structure that will effectively enable the achievement of the organization’s mission.
- The Chief Operation Officer and their staff will adhere to the core values of the agency
- Develop and maintain written position descriptions and standards of performance for all direct reports
- Provide the training, incentive and motivation for continuing personal growth of direct reports to meet the present and future organizational needs
- Conduct regular staff meetings with direct reports and warehouse staff as deemed appropriate
- Conduct regular Food Flow meetings with staff involved in obtaining and distributing product to clients.
- Oversees fleet maintenance and report for all Weld Food Bank vehicles including but not limited to: annual DOT inspections, regular and emergency maintenance and repair, and vehicle registration.

Other:

Manages day to day operations and staff in warehouse and programs. Is responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with the organization’s policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- Five years’ experience in warehouse management and the food industry.
- Experience in food banking preferred.
- Knowledge of food safety and handling regulations is required.

Language Skills: Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to top management, public groups, and/or boards of directors.

Mathematical/Technical Skills: Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Must be proficient in internal software applications including Microsoft Office with the ability to excel in internal programs such as Microsoft Dynamics CEREs.

Reasoning Ability: Ability to define problems, collect data, establish facts, draw valid conclusions, and take corrective action.

Physical Demands: The physical demands 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.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Expectations:

- Shall operate within the written policies of AIB and Feeding America.
- Financial planning (budgeting) for any fiscal year or the remaining part of any fiscal year shall not deviate materially from the Board approved budget. Shall not expend more funds than have been budgeted.
- Ability to understand warehousing logistics and workflow. Demonstrate skills in the safe operation and maintenance of warehouse equipment.
- Ability to delegate and mentor.
- Highly defined organizational and time management skills. Ability to manage multiple priorities under aggressive deadlines. Meticulous attention to details.
- Work independently with minimal supervision. Ability to give and receive feedback in a respectful and productive way.
- Financial planning (budgeting) for any fiscal year or the remaining part of any fiscal year shall not deviate materially from the Board's Ends Statements.
- Directs and coordinates activities to ensure smooth operations of the warehouse, programs and efficient use of space and equipment. Oversees vehicle and equipment maintenance procedures. Administers service contracts for building repairs & maintenance and pest control.
- Purchases warehouse equipment such as trucks, forklifts, pallet jacks, etc. Purchases over \$1000 must be approved by the Chief Executive Officer
- Strives to maintain adequate and appropriate mix of food in the warehouse. Reviews and acts upon FA product surveys as applicable.