



Job Description

Job Title: CHIEF OPERATING OFFICER
Classification: Full-Time, Exempt
Department: Operations
Reports to: President & Chief Executive Officer
Location: Meridian, ID

POSITION:

This position provides overall statewide leadership for the collection, receipt, storage, and distribution of food products through The Idaho Foodbank network of 200+ partner agencies. Oversees inventory control, ERP software procedures, transportation, safe food handling, compliance, and facility management at The Idaho Foodbank's 3 facilities located in Meridian, Pocatello and Lewiston, Idaho. The COO is the primary person to lead in the creation and implementation of strategic goals for the internal organization and in ensuring execution of plans to achieve those goals.

RESPONSIBILITIES & KEY RESULT AREAS

1) Strategic Vision and Planning

- Participate, along with the Board of Directors, CEO and other members of the leadership team, in the formulation and execution of strategic plans, structure and processes necessary to manage the organization's current operational activities and projected growth
- Participate actively with the leadership team and board members in periodic environmental and organizational scans and needs assessments to identify challenges to and opportunities for achievement of the mission
- Oversee research and analyze trends in operational areas in support of strategic planning and day to day problem solving

2) Organizational Development

- Recruit, motivate and lead a high performance team whose responsibilities encompass operations (branch operations, warehouse, distribution, quality control, transportation, fleet management and facility management)
- Hire management team members with the capability, skill, temperament and passion to implement goals, strategies and policies successfully
- Manage the workflow of assigned staff
- Create opportunities for staff development and other employee professional growth
- Ensure accountability systems are in place throughout operations for achievement of goals and objectives
- Lead the effort in operations to ensure that succession and business continuity planning occur
- Lead the operations management team to coach team members through the hiring process

3) Data Management and Analysis

- Read, analyze and interpret complex financial reports, legal documents, and other operational documents
- Using quantifiable metrics and management expertise, perform departmental audits to determine cost benefit as well as demand and service capacity
- Ensure optimal effectiveness and production
- Use data to solve practical problems and deal with a variety of concrete variables in situations where little or no standardization exists

- Coordinate efforts to evaluate the results of each area of operations including activities that directly affect organizational risk and liability and systematically report these to the CEO
- Develop or direct the creation of metrics to measure the performance of all areas of operations
- Synthesize complex information; separate assumptions from hard data; categorize information; quantify the impact of major decisions

4) Process Development and Improvement

- Identify and drive change initiatives that improve operational workflow and productivity while maintaining focus on adding value to the end client
- Offer advice, guidance and direction on business matters including operational policies, continuous process improvement and new initiatives
- Direct the creation and implementation of processes designed to ensure compliance with all applicable regulatory agencies and external compliance organizations
- Lead a focused planning process that establishes short and long range goals that are supported by repeatable processes and procedures to the floor level

5) System Oversight

- Direct effective management of all warehousing and food distribution operations including safety, security, inventory, facilities management, purchasing and equipment maintenance
- Oversee all aspects of transportation and logistics to ensure dependable and efficient distribution of food
- Oversee compliance with operational aspects of major grants and contracts
- Ensure that responsibilities, authorities, and accountability of all direct subordinates are defined, understood and executed successfully
- Ensure process and facility compliance with AIB, Health Department, EPA, OSHA, FDA, Homeland Security, Fire departments, USDA and Feeding America.

6) System Integration

- Develop, in collaboration with the executive leadership team, Operations Business Plan and budget including ongoing review and analyses of activities, costs, operations, and forecasts to determine organizational progress toward mission, goals, and strategies
- Oversee development of annual business plans and budgets for direct reports.
- Initiate and manage various cross functional projects to include documentation of standard operating procedures and various other quality control functions
- Create and convene interdepartmental teams, committees and task forces to ensure integration and consistency of communication, work flow, and outcome
- Invite advice and opinions of people both internal and external to enhance results and decision making

7) Communication

- Represent IFB during community projects and participate in meetings and on committees as appropriate
- Build and maintain relationships with major sources of support for operational processes and capital needs
- Attend all board meetings and committee meetings as needed
- Provide leadership of operational meetings
- Develop and implement procedures and controls to promote communication and facilitate information flow within the organization
- Influence and inspire positive reactions to change

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Business or Operations Management or equivalent experience

- Previous experience in managing operations for an organization with a multimillion dollar budget and more than 60 employees
- Proven forward thinking skills
- Strong leadership skills
- Proven entrepreneurial approach
- Thorough knowledge of facility management, inventory management, ERP software, and transportation management.
- Must be a creative problem-solver with strong organizational, analytical, planning, management skills.
- Able to handle multiple priorities and effectively work with a diverse staff.
- Should be at an intermediate level in MS Office, knowledge of Navision a big plus.
- Candidate should have at least 8 years of experience in warehouse and facility management with demonstrated success in improving systems.

Working Conditions

This work is performed primarily in an office environment while sitting at a computer terminal for extended periods of time. May involve periodic lifting and carrying of items that may weigh up to 50 pounds. May work outside normal working hours and drive own vehicle for various projects on a daily basis.

Disclaimer

This job description in no way states or implies that these are the only duties to be performed by the employee in this position. Employees will be required to follow any other job related instructions and to perform any other job related duties requested by any person authorized to give assignments.

This position description excludes the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

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