



MONTANA FOOD BANK NETWORK

Position Description

Chief Operations Officer

Position Reports To: Chief Executive Officer

Position Status: Full-Time, Exempt

JOB SUMMARY:

The Montana Food Bank Network's team is dedicated to building community awareness and creating an efficient food distribution network to eliminate hunger. Staff is committed to embodying the Food Bank's values in all activities. Relationships are based on collaboration and respect. Resources are leveraged in a manner that is strategic and cost effective in order to achieve the Network's mission and goals.

The Chief Operations Officer (COO) is a proven leader that is skilled at developing people, processes and teams. The COO is responsible for the oversight of all Montana Food Bank Network operations including food distribution, logistics, inventory, food and workplace safety, compliance, and facilities and fleet management. The COO will collaborate with the CEO, Board of Directors, and senior leadership team to support the Montana Food Bank Network's mission, strategic plan, policies, goals, and objectives.

EDUCATION:

Bachelor's degree from an accredited institution or in lieu of degree, the equivalent of 10 years demonstrated leadership and management of multi-faceted teams in an operations function.

QUALIFICATIONS:

- Minimum of five years of experience in distribution, supply chain, operational management, logistics or equivalent combination of experience.
- Demonstrated success providing leadership, planning/organizing the work of a team, as well as managing and communicating with the team.
- Excellent interpersonal skills, including the ability to effectively coach and mentor team members, collaborate and build relationships, and leverage resources within the function and across the organization to achieve desired outcomes.
- Relevant experience in people and process management, operational planning and oversight, and technology integration.
- Demonstrated success in setting and meeting aggressive goals while operating within audit and compliance standards.
- Strong analytical thinking, conflict management and problem-solving skills.
- Experience in workflow management and process improvement.
- Proficient knowledge of MS Office and demonstrated ability to understand and utilize other software applications as required by the position.
- Ability to work closely with diverse groups of employees required.
- Comprehension of Federal Food and Nutrition Services.

- Preferred knowledge in AIB Standards for Food Distribution Facilities
- Preferred knowledge in HACCP, FSMA, GMP'S & IPM

DUTIES AND RESPONSIBILITIES:

- Develop, support, and invest in the development of managers and team members to grow talent within the organization.
- Foster and maintain a safe working environment for all employees and volunteers and ensuring the necessary staff is trained in food and occupational safety regulations.
- Provide proactive leadership through the development of plans, policies and procedures for daily operations and strategic operational initiatives.
- Provide supervision and oversight to all warehouse activities, including the storage and distribution of food, inventory management, repackaging, security, and equipment management and maintenance.
- Oversee transportation logistics, including the management and maintenance of the fleet and DOT compliance, in addition to ensuring the efficiency of pickup and delivery routes.
- Ensure that operations managers are appropriately guiding and directing their staff in all aspects of daily operations and fleet management execution ensuring efficient, effective, safe, and timely distribution of food products and optimal service to customers.
- Work closely with compliance staff to ensure inventory, food safety, occupational safety and overall operations meet or exceed industry expectations.
- Ensure proper condition, safety, and security of all operational assets and facilities.
- Ensure the MFBN is compliant with all regulatory agencies, all food and occupational safety requirements, and all Feeding America contractual requirements.
- Participate in the coordination of plans for further development of existing and future programs and agencies to integrate and increase the output and efficiency to keep up with the demand for various kinds of food assistance within the framework of the strategic plan.
- Strategize and collaborate with the Agencies/Programs team on food procurement and distribution needs.
- Establish business process manuals and standardized operating policies and procedures consistent with the MFBN's policies and objectives and ensures their execution.
- Develop and direct the creation of metrics to measure the performance of all areas of operations.
- Analyze the current technology infrastructure, provide recommendations, and ensure smooth implementation of new systems.
- Supervision of all food purchasing, sourcing of donated product, and USDA commodity allocations from DPHHS.
- Facilitate a strong communication plan between Executive Leadership team and departments to remove obstacles, improve responsiveness and facilitate prompt, efficient decision making.
- In collaboration with the CEO and the Chief Financial Officer (CFO), maintain an annual operating plan that supports the organization's annual goals, budget and its short term and long-term operations strategy.
- Foster an accountable, collaborative environment to ensure that the responsibilities, authorities, and accountability of all staff are defined and understood.
- Participate in the oversight of grants awarded in Operations, ensuring compliance with all stated objectives.
- Manage relationships with third party partners and other Food Banks.

- Work with the CEO to coordinate the Food Bank's response to local and national disasters.
- Other duties as assigned by the Chief Executive Officer.

The Montana Food Bank Network is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Offer of employment is contingent on successful completion of a background check.