

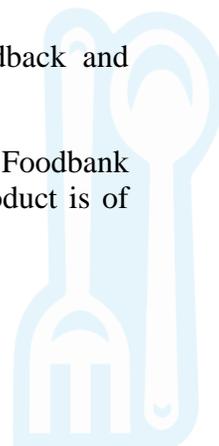
Chief Operating Officer Position Description

POSITION SUMMARY:

The Chief Operating Officer (COO) is the second-in-command at the Facing Hunger Foodbank. The COO is responsible for the daily operations and improvement of the Foodbank systems that acquire and deliver food to those who are food insecure throughout the Foodbank's service area, including Cabell, Boone, Jackson, Kanawha, Lincoln, Logan, McDowell, Mason, Mingo, Putnam, Wayne and Wyoming Counties in West Virginia; Boyd, Greenup, Lawrence and Martin Counties in Kentucky; and, Lawrence County, Ohio. Responsibilities encompass oversight of key operations and facilities management, with key staff reporting directly to the COO.

KEY DUTIES AND RESPONSIBILITIES:

1. In collaboration with the Chief Executive Officer (CEO), ensures that business operations are efficient and effective;
2. Collaborates with the CEO and the Foodbank Board of Directors to establish and accomplish annual goals and objectives and to assess key performance indicators to ensure the Foodbank meets or exceeds its goals and timelines of the organization's strategic direction for food distribution;
3. Ensures proper management of resources;
4. Working with the CEO, maintains and monitors staffing levels as well as employees' Knowledge-Skills-Abilities (KSAs), expectations and motivation to fulfill Foodbank requirements;
5. In collaboration with the Warehouse Director and Receiving Manager, divides and assigns work among operational staff to promote effective and efficient storage and delivery of food product;
6. Coaches employees under direct supervision and provides appropriate feedback and performance evaluation;
7. Maintains working knowledge of all facets of the warehouse and other Foodbank facilities to ensure that prompt receipt, distribution and documentation of product is of highest priority and meets standards of health and safety;



8. In collaboration with the Warehouse Director and Receiving Manager, ensures effective inventory control (weighing, counting, receipting, resolving unaccounted for product, etc.), stock rotation, and sufficient food availability and supply in line with Facing Hunger Foodbank and Feeding America guidelines;
9. Works effectively with the Director of Member Relations and Network Development and the Foodbank network of partner agencies and volunteers to assist in monitoring compliance to contractual and regulatory requirements for programs serving member agencies and food insecure;
10. Ensures that employees follow or comply with the Employee Handbook, as amended from time to time, as well as any applicable safety, operational, and accounting policies and procedures;
11. Facilitates communications between executive leadership and departments to remove, where possible, communication barriers, ensures timely responsiveness, facilitates ongoing and prompt decision making;
12. In collaboration with the CEO, accepts responsibility for the completion of short-term and long-term planning initiatives within budget guidelines;
13. Offers advice and guidance to the Foodbank staff on business matters, including operational policies and procedures and new initiatives while fostering a success-oriented and accountable environment;
14. Working with the CEO, oversees the planning and execution of disaster response operations and management of partner relationships during times of emergency;
15. Participates in meetings and committees as requested by the Board of Directors and/or CEO;
16. Complies with all Feeding America and Facing Hunger Foodbank policies and procedures, as well as state and federal regulations and guidelines specific to Foodbank operations;
17. Maintains a professional and courteous manner at all times; and,
18. Perform other related duties, as requested or assigned.

REPORTS TO:

The CEO of the Facing Hunger Foodbank.

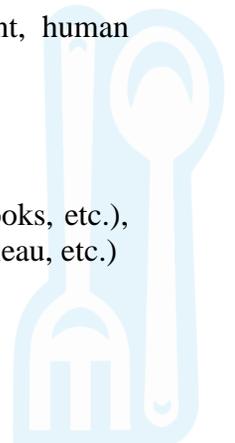


KNOWLEDGE, SKILLS AND ABILITIES:

- Must embrace the Mission of the Foodbank;
- Must demonstrate compassion and appreciation for hunger issues;
- Must be capable of managing multiple responsibilities simultaneously in a fast-paced, growth environment;
- Must possess excellent written and oral communication and personal skills, as well as negotiation and conflict resolution skills;
- Must possess general knowledge of proper building maintenance, storage, and pertinent safety regulations;
- Must have experience with fleet management and logistics planning;
- Must have a high level of organizational skills and ability to prioritize;
- Must possess the skills to work with, coach, and motivate Foodbank staff, the network of agencies and other volunteers;
- Must have the ability to interact effectively and professionally with the CEO and Board of Directors;
- Must have the ability to interact effectively with diverse populations, community leaders, the media, Foodbank Board Members, Foodbank employees, volunteers, and funding source representatives; and
- Must possess confidence, strategic thinking, and mission-driven assertiveness to promote a positive, accountable work culture.

EDUCATION AND EXPERIENCE REQUIREMENTS:

- Bachelor's degree, preferably in public/business administration, management, human services, or other related fields. (Master's degree preferred.)
- Minimum of five (5) years' management experience in a related field of work
- Experience with inventory management software, financial software (Quickbooks, etc.), as well as a high level of computer mastery (MS Office Suite, Pivot tables, Tableau, etc.)



SPECIAL REQUIREMENTS

- Must successfully pass a background check and drug screen for offer of employment
- Must have a valid driver's license from the State in which employee resides
- Must have and maintain a safe driving record
- Must have a current West Virginia Department of Transportation physical for operation of certain Foodbank vehicles
- Must pass ServSafe Food Handler Certification within 3 months of starting in position

TOOLS AND EQUIPMENT USED

Office equipment: telephone, calculator, computer, copy machine, scanner, and fax machine.

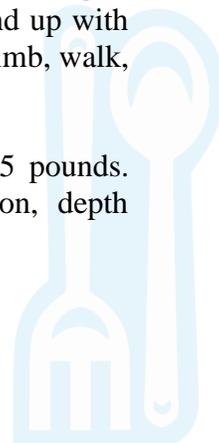
Warehouse equipment: pallet jack, forklift, scales, ladders, step stools, walk-in coolers and freezers, inventory barcode scanners, infrared thermometer, and cleaning supplies, along with required personal protective equipment. [Training prior to use will be provided for warehouse equipment. Safety training and indicated safety equipment may be required and provided when the employee is performing job duties.]

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. Facing Hunger Foodbank reserves the right to determine reasonable accommodations.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel, manipulate, or operate objects; and, to reach forward, back, sideways, and up with both hands and arms. The employee is frequently required to sit, stand, bend, kneel, climb, walk, talk, and hear/listen.

The employee, from time to time, may lift and/or move objects weighing up to 45 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, peripheral vision, and the ability to adjust focus.



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. Facing Hunger Foodbank reserves the right to determine reasonable accommodations.

The work environment is indoor, generally, in an office setting, which may include shared space and stairs. Normally, within the office setting, there are no extremes in temperature, and the noise level in the work environment is moderately quiet. Lighting includes artificial and natural light. The employee in this position may be required to enter and assist in other areas of the physical plant, where noise may be loud, temperatures reach extremes, and dust/fumes from propane-fueled equipment may be present. Travel outside the office/physical plant may be required for conferences, trainings, or meetings, as the need arises.

SALARY/BENEFITS:

Competitive/commensurate with experience and other qualifications

This position is an Exempt Position with an expectation of a minimum of forty hours per week. Hours beyond the regular operating hours, weekends, and travel may be required.

DISCLAIMER:

The above statements are intended only as illustrations to describe the general nature, duties and level of work that may be performed. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed, if the work is similar, related, or a logical assignment to the position.

This job description does not constitute an employment contract between the Facing Hunger Foodbank and the employee and is subject to change by the Facing Hunger Foodbank, as the need arises.

APPLICATION:

Completed in person or email to info@facinghunger.org



HR use only	
Pay Rate	
Management (Y/N)	
E/NE status	
Last revised	

