Job Opening: Operations Director

Title: Operations Director
Reports to: Executive Director
Basic Functions: Management of Program Operations and Staff
Location: Big Island, Virginia (Lynchburg/Bedford area)
Starting Salary: $55,000–$65,000/year
Starting Date: July 1, 2020
Application Info: Email résumé (Word or PDF) to Lynette Johnson, Executive Director at lynette@endhunger.org

The Society of St. Andrew, an established faith-based 501(c)(3) nonprofit organization with national reach and a $3.0 million annual operating budget seeks dynamic, experienced operations/management professional to lead our team’s program operations across the United States. The Operations Director will be part of the organization’s senior leadership team, which also includes the Executive Director, Development Director, and Marketing & Communications Director.

Specific Duties and Responsibilities

Staff Oversight, Training, and Management
• Manage, direct, and oversee the food recovery and distribution work of the Society of St. Andrew, through supervising program staff, included but not limited to regional directors, program coordinators, Harvest of Hope Director, Hunger Relief Advocates and their director, satellite coordinators, and the volunteer coordinator.
• Train program staff in SoSA’s historic model of produce recovery and distribution; support and monitor compliance.
• Monitor and support progress on achieving produce recovery and distribution-related KPIs by individual staff members and by the organization as a whole.
• Travel as needed to provide oversight and support for deployed (regional) program staff.
• Implement new policies and procedures as required, training staff on their implementation.

Record Keeping / Compliance
• Ensure timely KPI reporting by staff supervised.
• Monitor general liability compliance through regular safety training of staff, through proper volunteer registration and waiver completion, and through orientation and field training of volunteers.
• Ensure human resources compliance for employment and pay of all full- and part-time program staff.
• Undertake performance evaluations of all staff supervised on schedule established in organization’s Personnel Policies. Provide evaluation results and accompanying documentation to Human Resources Director for filing and notation in employee records.
• Train and document training of all relevant program staff in food and field safety procedures.
• Maintain accurate and timely records for the organization, of produce recovered and distributed and other established KPIs.
• Lead in preparing and auditing accurate produce-related records in advance of the annual independent audit of SoSA’s financial statements.
• Prepare and disseminate within the organization operations manuals and reports that may be needed for regular, safe, and functional program operation.

Financial Oversight
• Monitor and direct spending in all program areas; ensure regular reporting according to organization’s established procedures.
• Assist Executive Director in developing controllable annual expense budget for program areas.
• Work closely with Development Director in planning monthly development meetings with all development staff.
• Work with staff accountant to resolve financial issues in the regions quickly and efficiently.

Organizational Leadership
• Lead in solving challenges creatively and in developing new food recovery and distribution programs to meet emerging needs.
• Maximize food recovery and distribution within budgetary constraints.
• Work closely with Executive Director and senior leadership team to further and promote the work and mission of the Society of St. Andrew.
• Support Development Director in their work with fundraising efforts of regional directors and other program staff.
• Support the Executive Director by leading operations, programs, and meetings in times of their absence or travel.

Public Speaking
• Speak publicly about the mission and work of the Society of St. Andrew in congregations, places of business, and at workshops, conferences, and such other venues as may be appropriate and requested.
• Travel as needed to do this.
Education, Skill, and Physical Labor Expectations

- 8-10 years experience in programmatic work, demonstrating progressive levels of responsibility as well as management and supervisory experience
- College degree expected; in business, logistics, supply chain or project management, a plus
- Goal-directed self-starter, with strong work ethic
- Collegial style
- Ability to work efficiently and effectively with minimal supervision, while achieving goals and objectives
- Exceptional management and supervisory skills
- Maturity
- Flexibility
- Excellent oral and written communication skills
- Conversant with Christian faith language and texts; comfortable speaking in churches/faith communities
- Extremely proficient in computer use; comfortable learning new computer programs
- Able to lift up to 25 pounds occasionally, when assisting with a gleaning activity or when hauling displays/materials to tabling or workshop events

Other

Successful education and employment records and reference checks will be required prior to any job offer being extended. A national criminal background check (at SoSA’s expense and initiation) will be required upon hire. Employment with the Society of St. Andrew is at-will.

Work Hours and Conditions

This position will be based at the Society of St. Andrew’s national headquarters outside Big Island, Virginia. Regular office hours are 8:00am-4:00pm Monday-Friday. Some weekend and evening work will be required. Overnight travel may be required up to 10% of the time for this position. All necessary office equipment, furnishings, and supplies will be provided.

Benefits

After 60 days, this position is eligible for Health, Dental, and Vision Insurance coverage. Currently SoSA pays 80% of individual or family premiums for the lowest cost of several available health care options and provides assistance toward medical expenses through contribution to a Health Savings Account for the employee.

In January or July after one full year of employment, this position is eligible for 401K enrollment. SoSA puts in 5% of salary and matches up to an additional 4% employee contribution.

Sick leave and vacation accrue from the first day of employment at a rate of 8 hours per month each. There are 11 paid holidays annually.