



### **Mission**

Our mission is to leverage the power of food to end hunger and build healthier communities.

### **Vision**

We believe that the fight against hunger and the fight against poverty are one and the same. We envision a future in which food is recognized as a human right and every person is able to feed themselves and their families in dignity. Together, we work to create a more nourished, prosperous region.

### **Values**

Our core values define who we are and how we work with our communities. Foodlink & our team members have:

**Compassion** - treat all with dignity & respect; build kinship with those we serve

**Innovation** - say yes; avoid complacency risk failure in the pursuit of ending hunger

**Collaboration** - build a shared vision, create synergies, maximize resources

**Agility** - respond urgently to the ever-changing needs of our community

**Stewardship** - maximize the impact of every dollar, donation and asset

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## **Job Title: Deputy COO**

**Department:** Operations

**Reports to:** Chief Operating and Financial Officer

**Status:** Full-time, Salary, Exempt

### **BACKGROUND**

Foodlink is seeking a strong, mission-driven leader to provide strategic oversight and coordination of Foodlink's operations. Our warehouse distributes more than 20 million pounds of food annually to a network of more than 400 emergency food providers throughout ten counties. Our Community Kitchen produces thousands of meals and snacks on a daily basis for 60+ meal sites including charter schools, daycares, and youth programming. The logistics of distributing food are complex, have multiple, on-going regulatory requirements, and must be mission-oriented and community-centered at all times. The Deputy COO will be responsible for elevating our operations.

### **JOB SUMMARY**

The Deputy Chief Operating Officer (DCOO) is a newly created position with growth potential that aligns with our strategic planning and framework. The ideal candidate will have a proven track record of strategic planning, team management, financial oversight, operational improvements and system modernization, an ability to make data-driven decisions, and commitment to fostering a culture of accountability and consistency to assure our customer service starts from the inside out. The role requires a values-based and solution-oriented leader who works closely with senior leadership and all departments across the organization.

### **GENERAL RESPONSIBILITIES**

1. Responsible for developing and ensuring efficient and effective warehousing, production, processing and distribution operations. Conducts all operations and manages operational risk in accordance with Feeding America, USDA Ag and Markets, AIB, OSHA, HPANP, insurance criteria, Foodlink policies, guidelines and SOPs.
2. Provide effective leadership and stewardship of Foodlink. Actively oversee operational services. Implement and lead a continuous quality improvement process throughout the program and service areas, focusing on

systems/process improvement, aligning resources and finding synergies within operations, and leveraging innovation and technological improvement. Promote regular and ongoing opportunities for all staff to give feedback on program operations.

3. Ensure mission-focused, cost effective delivery of feeding programs to children, families and seniors throughout Foodlink's 10-county service area. Support brand management and creation of strong reputation by delivering products and services of highest quality.
4. Prepare annual operational plan and goals that align with annual strategic framework workplans. Contribute to the evaluation and development of operational strategy and performance in cooperation with the executive team.
5. Mentor, coach and facilitate key talent within operations. In Conjunction with Chief Operations and Financial Officer develop succession planning for key operations roles.
6. Play a lead role in annual budget planning and allocation; Manage operations in line with Foodlink budget. Maintain transparent cost monitoring and reporting.

#### Preferred candidates will have:

- Must have a Bachelor's degree; related Graduate degree preferred
- 5-10 years experience in operations management, preferred experience in not-for-profit/human services sector or equivalent combination of education and experience.
- No less than 5 years of experience in direct supervision and management of professional staff
- Track record of change management and process improvement
- General understanding of and experience participating in departmental/organizational budget process
- Strong leadership skills
- Excellent communication skills, including public speaking
- Computer proficiency with MS Office and an ability to adapt to new programs, like Foodlink's inventory software.

We are actively seeking diverse candidates for this position and encourage applications from candidates of color.

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#### SALARY AND BENEFITS

This is a full time, year-round position, pay range- \$88,452- \$105,641/annually BOE. Foodlink covers 100% of individual health and dental insurance with the ability to acquire family coverage with pretax dollars. In addition to generous paid time off (PTO), we observe 14 paid holidays throughout the year. Opportunity to contribute to a 401k retirement savings plan upon hire. Eligible for generous employer match after 1 year of service.

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#### 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 regularly required to sit and talk or hear. The employee is frequently required to use hands to handle equipment or feel items such as documents. The team member is required to stand; walk and reach with hands and arms. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus. This position regularly requires the individual to lift objects weighing up to 50lbs.

#### Work Environment

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment will vary *Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all- inclusive. Employees will follow other instructions and perform other related duties as required.*

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*Everyone is welcome here. Foodlink is an equal opportunity employer. All applicants will be considered for employment without regard to age, race, color, religion, sex, sexual orientation, gender identity, national origin, genetics, veteran or disability status.*