



## **Operations Manager**

### **Purpose**

- Provide leadership, support and guidance to ensure continued growth of The Food Bank of Waterloo Region.
- Manage food & warehouse teams to ensure excellent customer service to member agencies, food banks and the community.
- Ensure safe and efficient operation of the food bank (offices, fleet and warehouse).

### **Duties and Responsibilities**

#### ***Inventory Management and Product Integrity***

- Manage and provide leadership to the Warehouse Team, including staff and volunteers, to ensure excellent customer service to member agencies, food banks and the community.
- Work with Inventory & Distribution Coordinator to develop systems/processes to be implemented by staff and volunteer teams while working in the warehouse
- Ensure proper rotation, storage and safety of products.
- Work closely with Inventory & Distribution Coordinator to ensure appropriate service levels (product in and out) to member agencies and food programs (local and HUB) based on guidelines and service requirement benchmarks.
- Assist (with support of technology committee) with development of inventory control systems (software and internal processes/quotas).
- Develop and maintain a progressive safe food handling strategy and communicate effectively to all volunteer and staff team members (food safety & food recalls).

#### ***Transportation and Logistics***

- Coordinate & schedule all donation pick-ups and product delivery. Ensure efficient & economical transportation for all programs (shipping & receiving) including:
  - OAFB/Food Banks Canada product offers
  - Local food and product offers
  - Food Drive Pick Ups
  - Special Event Pick Ups and Support
  - Material delivery
  - South Western Ontario (HUB) pick ups and deliveries

- Support to OAFB/Food Banks Canada provincial distribution networks
  - Waste Management (landfill trips)
- Ensure adequate human resources to provide service excellence (timely pick-ups and outstanding customer service to the community)
- Manage volunteer transportation team
- Coordinate pre-trip preparations – equipment & special instructions
- Follow-up with drivers, donors as required
- Work with Food Procurement Manager to coordinate corporate food donation logistics

### ***Building and Equipment Maintenance***

- Co-ordinate all building maintenance projects including repairs, regular maintenance (equipment and building), cleaning, pest control, landscaping, snow removal, and waste management.
- Maintain fleet including repairs, regular maintenance, licensing and operator safety.
- Manage budget for building maintenance and repairs, warehouse supplies fleet and equipment maintenance.
- Facilitate increased donated transportation and other in kind services (fuel, parts, labour)
- Building security - Ensure efficient operation of security system and delegate “on call” responsibilities to senior staff team.

### ***Health and Safety***

- Develop and implement all health and safety policies and procedures with support of Health & Safety committee.
- Work closely with Health and Safety committee on all issue resolutions and recommendations.
- Complete all required forms relating to incidents or accidents in the building.
- Complete written monthly workplace inspections.
- Ensure monthly first aid inventory and maintenance of cabinet.
- Maintain personal first aid designations.
- Maintain all personal equipment licenses and certifications.
- Assist in the development of staff and volunteer training plans.
- Develop & maintain all emergency plans
  - Internal safety & security
  - External – Regional Response Team
  - Internal & External – Pandemic Plan
- Represent the Food Bank on all external health & safety, emergency planning committees.

### ***Team Support***

- Provide support to special event teams
- Co-ordinate building requirements for all special events and initiatives as delegated by special event teams (including set-up and tear down, equipment rentals, cleaning, receiving of product )
- Prepare materials for special events and initiatives (items to be shipped ie: boxes, posters, bins)
- Make recommendations to teams regarding safety and logistics. Assist in the development of viable solutions to ensure successful events and initiatives.
- Active member of management team: strategic policy, organizational development, budget decisions/directions, public presentations.

### ***Team Management***

As a senior member of our team, the Operations Manager plays a role in engaging & inspiring, fosters a collaborative environment and creates conditions for team effectiveness

- Work closely with Volunteer Coordinator for recruitment and placement of transportation volunteers.
- Develop and implement orientation and training plans.
- Create positive environment with volunteers and staff
- Chair regular team meetings to be attended by volunteers and staff, warehouse and transportation team members.
- Be an active participant in planning and priorities team and provide weekly report of inside operations.
- Develop and monitor assigned budget areas within board approved guidelines.
- Input and approval of annual service/work plans
- Provide leadership and support to ensure goals are being met and staff has the tools and resources to be effective in their roles.
- Ensure the effective flow and completion of work – including the approval of flextime/hours of work/flexible work arrangements.
- Provide additional direction and support to other team members as defined by Project Team roles.
- Key member of the Planning and Priorities Team.

### **Time Requirements**

The building is open to the general public 8:30am – 4:30pm.

This position has flexible hours as volunteers, member agencies and community members must be taken into consideration when determining hours of work.

It is expected that all management team members will be prepared to work flexible and sometimes irregular hours to ensure that the objectives of the organization and our commitments to volunteers, members and the community are being met.

The Food Bank of Waterloo Region provides employees with a flexible and progressive benefit package which accommodates for hours worked above and beyond and strives to address the personal time needs of each employee.

### **Position Conditions (Physical Demands)**

- Occasional lifting (30 – 80lbs)
- Continuous walking (indoor and outdoor)
- Operation of mechanical equipment (forklift, pallet mover, trucks)
- Frequent sitting and computer operations
- Reading data and input, product counting
- Cold temperatures (building, outdoors, freezer)
- Periodic noise (equipment, volunteer groups)
- Dust and dirt present
- Fumes present (exhaust)
- Periodic travel

### **Education, Experience and other Qualifications**

- Post Secondary education
- 5 years previous experience in warehouse management and inventory control.
- Food industry experience and understanding of government regulations (food handling) is an asset.
- DZ driver's license
- Fork lift certification
- First Aid Training
- MS Office (Word, Excel, Power Point, Outlook)

### **Key Attributes**

- Professional approach
- Thrive in a fast paced changing environment
- Ability to create a positive work environment for staff and volunteers with varying backgrounds and skill levels.
- Ability to effectively manage staff and volunteers.
- Effective delegation skills

**All interested candidates should forward their resume and cover letter to [hr@thefoodbank.ca](mailto:hr@thefoodbank.ca) before July 19, 2010.**