

## ***Associate Director, Food Bank Operations***

In this role, the Associate Director, Food Bank Operations will manage daily OC Food Bank operations covering the senior food box program, food distributions, agency in-person and at site pick-ups, delivery schedules and food inventory. This position reports directly to the Director, Food Bank and has three direct reports.

### **WHO WE ARE**

Community Action Partnership of Orange County (CAP OC) hires professionals who support and embody the following **EPIC** values:

Going above and beyond in every interaction and activity we undertake. We strive for **EXCELLENCE** in service, keeping a pulse on the most up to date innovations within our industry. Together we continually assess and improve the way to work and enhance the strategies we utilize to meet the needs of our community.

Reaching our goals by working collaboratively with each other and our community. We are working to do the things that have not been done: empowering families and individuals to financial independence, breaking the cycle of poverty, creating financial equity, combating food insecurity, and establishing energy and healthy living conditions for all through social innovation. All of this takes **PROACTIVENESS**, and an intrinsic motivation that drives us to go above and beyond to create cutting-edge trends and program designs. We have the will and the energy and won't stop until the needs of our underserved community no longer exist.

We are a team of high **INNOVATION**. We value the work we do; the people we serve; and treat each other with respect and kindness. We also have an environment of engaging in social economic justice by sharing of ideas and not afraid to try new things that increases our educational capacity. We think outside of the box, and challenge prevailing assumptions about issues of poverty.

Reaching our goals by working in partnership with each other and our community. The work we do is deeply rooted in the **COLLABORATION** we have with our community and its citizens. We care about the legacy of community action partnership and go above and beyond to ensure we support each other in bringing forth the services and resources that will positively change generations forever.

We have remained true to our mission *"We seek to end poverty by stabilizing, sustaining and empowering people with the resources they need when they need them. By forging strategic partnerships, we form a powerful force to improve our community."*

### **VALUES**

In addition to our EPIC values our external values are as follows:

### **Leadership**

We are guiding critical shifts in how people think and act to address the root causes of poverty

### **Collaboration**

We bring together all capable partners to achieve transformative results

### **Trust**

For over 50 years, the community has counted on us to empower those in need

### **Compassion**

We treat each person we serve respectfully and with great care

### **Justice**

We are passionate about advocating for those living in poverty and creating equity throughout the region

## **WHAT YOU WILL ACCOMPLISH IN THIS ROLE**

With the guidance of the Director of the Food Bank, the Associate Director of Food Bank Operations will ensure maintenance of all food safety standards and food handling. This position oversees the safe and efficient intake and disbursement of food, food packaging and efficient daily operation of the Food Bank. The Associate Director will be the agency's master of the electronic Food Inventory System and through direction of the management team, will oversee the movement of all food within the warehouse, including dry goods and perishable items. The Associate Director will keep an ongoing inventory of food availability and alert the Director well in advance of possible food shortages, production shortfalls or storage capacity issues.

## **ROLES AND RESPONSIBILITIES**

- Oversee the research, evaluation, procurement, installation, and daily management of an electronic food inventory system that tracks daily intake and output of food commodities, food valuation, daily inventory, spoilage dates and warehouse location.
- Be the agency's system master on the selected fully functional food inventory system.
- Ensure food safety and warehouse capacity.
- Manage three direct reports in daily Food Bank operations—receiving shipments, scheduling, and delivering food, inventory incoming and outgoing product, assembly of food boxes and the minimization of food waste.
- Manage an annual budget of expenses, including labor utilization.
- Work with the Diaper Bank Manager on diaper storage, intake and output and loading zone needs.
- Recruit, interview, hire and retain Food Bank management staff.
- Ensure best practices of food warehousing and Food Bank operations as compared with similar nonprofit agencies.
- Ensure warehouse cleanliness, both interior and exterior, to maintain a sanitized workplace and maximizing space for food commodities.
- Create and maintain weekly, monthly, and annual reports for the Director and other members of the CAP OC Senior Leadership Team.



- Motivate, retain and development Food Bank staff, ensuring job satisfaction and preparation for possible internal promotion.
- Ensures compliance with applicable federal, state, local and company safety policies.
- In absence of the Director, give public testimony to stakeholders, including legislative representatives, Board members, media and others on the operation and community impact of the Food Bank.
- Facilitate and attend collaborative team meetings.
- Represent the Food Bank with the OC Hunger Alliance as assigned.
- Provide programmatic performance outcomes and ensure accurate and timely reporting and data driven decision making.
- Act as the liaison and conduit between the daily operations and the strategic goals of the Director.
- Adhere to laws regarding confidentiality and reporting requirements and maintain necessary compliance documentation.
- Other duties as assigned.

#### **THE IDEAL CANDIDATE HAS KNOWLEDGE AND EXPERIENCE IN**

- Managing a diverse team in a high energy warehouse environment.
- Managing an electronic inventory system.
- Working with clients from a variety of backgrounds and needs.
- Familiarity working collaboratively with other nonprofits and outside agencies.
- Understanding that the work is often physical.
- Understands schedules and the time sensitive nature of the work.
- Maintaining and servicing of a fleet of vehicles, driver safety protocol/regulations.

#### **IDEAL CANDIDATE MUST BE**

- Customer service focused: Able to establish rapport with staff, agencies, and clients from culturally diverse backgrounds.
- Ethically Focused: Understand ethical behavior and business practices and ensure own behavior and the behavior of others are consistent with these standards and aligns with the values of CAP OC.
- Inclusive: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- Leader: Positively influence others to achieve results that are in the best interest of CAP OC. Provide leadership and direction, create an atmosphere of enthusiasm and commitment, and a culture based upon EPIC values.
- Work focused: Must be detailed oriented; work accurately and efficiently on a consistent basis without assistance. Strong organizational skills. May require working weekends/evenings/holidays when/if needed to meet client/production demands. Workdays and hours of work are subject to change.
- Safety Minded: Familiar with safe handling of food storage and refrigeration. Committed to maintaining and educating all staff on safety measures imposed by federal guidelines, Cal-OSHA and CAP OC safety program, maintaining fleet vehicles' servicing, replacement schedules, and defensively trained drivers in order to maintain a high vehicle safety record.

- Professional: Possess both professional and organizational skills to work in a high-energy warehouse setting with many moving components, dealing with demands of internal and external customers while exhibiting and modeling EPIC behavior.
- Understands the needs of maintaining a fleet of vehicles.
- Bi-lingual (desired): Bi-lingual in a second language such as Korean, Spanish, Vietnamese or another language is desirable. If bi-lingual, must be able to translate orally and in written from/to English and a second language.
- Mathematical: Write, compose, and complete mathematical calculations correctly and in a timely manner. Compose and compile numbers, statistical data, and obtain other information for forms, reports and presentations.
- Computer literate: Competently use the Internet, Web based databases, Microsoft Office (Word, Excel, PowerPoint, and Access) and other applications via an office/laptop computer, PC Tablet/Notebook, I-Pad and other electronic equipment. Competently use office equipment such as a camera, printer, projector, copier, Smart cell phone and/or other electronic devices.
- Use a variety of computer databases to ensure that client records, statistics and reports are completed.

### **EDUCATION AND EXPERIENCE**

Bachelor's degree and five (5) years of management experience in a nonprofit, community-based or focused organization or in the food-related industry. Supervisory experience mandatory.

### **TRAVEL**

Possess a valid California Driver's License with a driving record that meets minimum standards established by CAP OC insurance carrier, proof of vehicle insurance, access to a vehicle and willingness to drive/travel when required.

Typically, travel is required throughout Orange County, and occasionally to other areas as needed, during the business day using the incumbent's personal vehicle. Possible travel during evening hours, possible out-of-the-area and overnight travel may be required.

### **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.

While performing the duties of this job, the employee is regularly required to bend, stoop, reach, pull, push, stand, kneel, sit, twist, turn, walk, climb stairs and ladders, bend at the waist, talk and hear, vision abilities include close vision, distance vision, color vision, ability to adjust focus, and moderate to prolong computer work. The employee must regularly lift and/or move objects up to fifty (50) pounds. Employee may be called upon to work indoors without direct air conditioning or heating and outdoors in varying temperatures and weather conditions.

### **HOW TO APPLY**

Please Apply at Community Action Partnership of Orange County's website at [www.capoc.org](http://www.capoc.org).

### **MEDICAL EXAMINATION AND BACKGROUND CHECK**

A medical examination is required of each new employee whose physical condition must meet the minimum requirements prescribed for the position. In addition, prospective employees must pass a pre-employment physical, drug screen, Live Scan and background check. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **THE PROMISE OF COMMUNITY ACTION**

Community Action changes people's lives, embodies the spirit of hope, improves communities, and a makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

