

# Operations Coordinator

## **PRIMARY OBJECTIVE:**

Carry out the mission, vision, and values of HEART through day-to-day operations and procedures to provide nutritious food to people in need. This position is responsible for coordinating efforts to create a positive experience most efficiently for neighbors who are shopping for themselves and their family.

## **NATURE AND SCOPE:**

This position reports to the Operations Manager. The position interacts regularly with Champions of HEART, donors, volunteers, staff, local businesses, vendors, churches, and civic organizations.

This is a parttime position of 35 – 38 hours per week. Occasional early morning, evening or weekend hours may be required.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

### **Nutrition Services**

- Participate in daily processes, growth, and expansion initiatives
- Identifies and targets areas within the departments that can improve operations and efficiency.
- Oversees employee productivity in harmony with Coordinator of Volunteer Services
- Researches and implements new directives for departments' growth and prosperity.
- Fosters relations with schools and donors in the community in conjunction with Executive Director.
- Updates job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks, and participating in professional organizations.
- Ensures compliance with local agencies, including key nutrition partner, Mid-Ohio Food Collective
- Recognizes the value of balancing HEART initiatives/directives, branding, and MOFC relationships.

### **Inventory Management**

- Ensures timely movement of product stock for the market using the first in, first-out methodology.
- Works in conjunction with volunteers to develop and implement efficient delivery/pick up schedules for food re-distribution to local food pantries, community housing, etc.
- Ensures accurate tracking and recording of all In-Kind donations.
- Maintains safe, secure, and healthy work environment by implementing and following safety practices and policies including operation of Distribution Center equipment and vehicles.
- Cultivates positive relationships with donors, vendors, volunteers, trucking, and storage industries.
- Ensures equipment and facilities are clean, well maintained and in good working order.
- Assures compliance with safety standards.
- Coordinates volunteer staff scheduling and training with Volunteer Coordinator.

- Assists Operations Manager as needed

### **Fleet and Facility**

- Maintains Fleet transport and maintenance schedule
- Assists in annual credentialing of volunteer drivers.
- Responsible for cleaning, upkeep, and preventative maintenance of the facility.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. The physical requirements and work environment described is representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High School Diploma, Trade School, or secondary education preferred.
- Supervisory experience preferred.
- Valid Ohio Driver's License and ability to operate HEART vehicles.
- Ability to operate forklift and other material handling equipment (certified forklift operator preferred).
- Experience in inventory control and quality assurance practices.
- Ability to implement process and productivity enhancements.
- Experience in logistics and processes.
- Excellent verbal and written communication and interpersonal skills.
- Excellent organizational skills.
- Strong attention to detail, ability to set priorities, effective time management.
- Ability to positively supervise others in work environment.
- Experience in Microsoft Office software including Word, Excel, and Outlook
- Previous experience with nonprofit organization a plus.

### **PHYSICAL REQUIREMENTS AND ENVIRONMENT:**

The position requires the ability to repetitively lift 50 pounds on a regular basis. The employee lifts, bends, kneels, walks, and stands frequently. The employee is required to reach with both hands and arms. Specific vision abilities required by this job include close vision, peripheral vision, depth perception and the ability to adjust focus. Functions can take place either inside with optimal lighting or outside during daylight or nighttime hours.

Casual attire is recommended. Steel toed shoes / boots preferred. Business casual attire will be required on occasion.

EOE