food for thought

PROGRAM OPERATIONS MANAGER

Skills and Experience Required

- 3+ years of management experience leading people
- 3+ years of experience training and developing staff
- Demonstrated experience with staff development and accountability
- Effective written and verbal communication skills.
- Willingness to work in multiple locations.
- Highly adaptable
- Strong critical thinking skills
- Self-motivated with a commitment to excellence
- Team leadership with a focus on essential functions and outcomes
- Passion for the mission and programs at Food For Thought Outreach

POSITION OVERVIEW:

The Operations Manager is responsible for ensuring the Food for Thought Outreach programs are successfully facilitated within the Mission and Values of the Organization. The Program Manager supports the training and development of the hourly program staff and serves as a leader for the day-to-day program activities. The daily and weekly planning and execution of our programs is driven by our managers and supported by the resources of the organization.

This role holds and models a commitment to our mission, serving food-insecure children who depend upon Food For Thought Outreach. The role models a strong understanding of our best practices, standard operating procedures, culture, and history, along with a commitment to uphold the standard of excellence held at Food For Thought Outreach, and is expected to hold the program team to the highest standards.

The Operations Manager will train and develop the program team from the onboarding process to ongoing development. The Operations Manager is responsible for the day-to-day duties of the hourly program staff. This role is responsible for the development and accountability of 2-4 direct reports on the program staff.

ESSENTIAL FUNCTIONS:

LEADERSHIP AND PROGRAM STAFF MANAGEMENT

- Work with the leadership team to plan and execute the onboarding and training of new hires.
- Responsible for the successful completion of the 4-week training program for direct reports
- Monitor and track the training and development of direct reports.
- Work alongside direct reports, across all functions and locations, providing coaching and development.
- Providing timely and effective feedback to improve employee performance
- Hold regular planning meetings with the program team.
- Conduct regular one-on-ones with direct reports.
- Model and uphold the Standard Operating Procedures, Best Practices, and Policies of the organization throughout the program team.
- Instill organizational history, mission, vision, and values among the team.
- Provide timely and transparent feedback to the CEO regarding employee performance.
- Identify strengths and opportunities with direct reports.

PROGRAM EXECUTION

- Maintain program integrity with our schools, volunteers, partners, and staff
- Ensure the accuracy of the communication, direction, and information flowing between the program staff, leadership team, and the volunteer base
- Work in the field and the facilities with the staff and volunteers throughout the full scope of programs for quality assurance and support.
- On-site for all major program activities throughout the year and across all program services.
- Ensure the packing groups' experiences are consistent with the expectations
- Connect our volunteers with opportunities to serve and support throughout the year.
- Lead the team and volunteers through the seasonal shifts in our services and operations.
- Work with the leadership team, sharing information, improving outcomes, and maintaining continuity.

PLANNING & ADMINISTRATIVE DUTIES

- Maintain accurate records, including but not limited to: scheduling, inventory, contact information, enrollment, and tracking systems.
- The program team must protect assets such as vans, physical buildings, and equipment.
- Participate in weekly resource planning and allocation.
- Provide weekly/daily plans and priorities for the program and direct reports

SCHEDULE AND AVAILABILITY:

Employees may be required to attend events and/or be available to work days, nights, weekends, and holidays to meet the needs of the Organization. The Operations Manager must be available for all critical events, training, and outreach efforts, and work in the field supporting the delivery of services. The manager is a salaried leadership role and should expect to work no less than 40 hours per week, with time spent in all office locations and out in the community during program activities. Salaried leaders are expected to work additional hours as needed to ensure completion of tasks and provide critical support or communication as needed.

CONDITIONS OF WORK:

While performing the duties of this position, the employee may be exposed to the elements, including wet and/or humid conditions, extreme heat, and rain. This position requires travel within the service areas of the organization and requires the employee to regularly drive a company vehicle. Employees must frequently climb, sit, reach, stoop, kneel, crouch, or crawl. Employees must regularly lift and/or move up to 40 pounds.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This Job Description represents an overview of the responsibilities for the above-referenced position. It is not intended to represent a comprehensive list of responsibilities. An employee should perform all duties as assigned by management.