



## **Program Operations Team Leader**

**Organization:** Food For Thought Outreach

**Position Type:** Full-Time Hourly ( 32-40 hours per week)

**Reports To:** Program Manager

### **Position Summary**

The Program Operations Team Leader is a support leadership role at Food For Thought Outreach, providing additional guidance and day-to-day support to program staff and operations. This position works closely with the team to help ensure daily tasks are completed effectively, strengthen overall coordination, and provide added leadership support in partnership with the Program Manager.

The ideal candidate leads by example, upholds organizational standards, coaches and redirects staff as needed, supports onboarding and training, and champions the mission of Food For Thought Outreach in every aspect of the work. This role is essential to maintaining a positive, accountable, and mission-driven team culture while ensuring smooth day-to-day program operations.

### **Key Responsibilities**

Provide day-to-day leadership and guidance to staff to ensure tasks are completed accurately, efficiently, and on time.

Step into a leadership role when the Program Manager is unavailable, helping maintain continuity in operations, decision-making, and outcomes

Lead by example through professionalism, accountability, teamwork, and a strong work ethic.

Coach, support, and correct staff in real time to ensure expectations, policies, and procedures are followed.

Assist with staff training, onboarding, and ongoing development to build team confidence and consistency.

Help monitor workflow, team performance, and service quality to ensure operational standards are met.

Identify and communicate operational challenges, staffing concerns, and improvement opportunities to leadership.

Promote a collaborative, respectful, and mission-centered work environment.

Serve as an advocate for the mission and values of Food For Thought Outreach in interactions with staff, volunteers, and the community.

Maintain accurate records related to the program work.

Maintain accurate inventory information.

### **Qualifications**

- High school diploma or equivalent required.
- Valid Driver's License
- Prior experience in team leadership, nonprofit operations, program support, or a related field preferred.
- Demonstrated ability to supervise, coach, and support staff constructively and professionally.
- Strong organizational, communication, and problem-solving skills.
- Ability to manage multiple priorities in a fast-paced, hands-on environment.
- Commitment to the mission and values of Food For Thought Outreach.
- Ability to work collaboratively with staff, leadership, volunteers, and community partners.
- Reliable, proactive, and able to take initiative when leadership support is needed.
- Work in our service area of Walton and Okaloosa Counties.
- Able to lift 35+ pounds on a regular basis.

### **Preferred Skills**

- Experience working in a small nonprofit environment.
- Experience with staff training and performance support.
- Strong interpersonal skills with the ability to motivate and hold team members accountable.
- Flexibility and adaptability in day-to-day operations.

### **Core Competencies**

- Leadership
- Accountability
- Teamwork
- Communication
- Coaching and Development
- Problem-Solving
- Mission Alignment
- Adaptability

### **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 Team Leader must be available for all critical events, training, and outreach efforts, and work in the field supporting the delivery of services. The Team Leader should expect to work 32-40 hours per week, with time spent in all office locations and out in the community during program activities.

### **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.*

