

ExtraFood is hiring! Check out the job description below.

Position Title

Operations Manager, ExtraFood.org

Organization

Founded in 2013, ExtraFood.org's mission is to help end hunger and food waste in Marin County, California. Our first step is our county-wide food recovery program: we pick up donations of excess fresh food from Marin businesses/organizations and immediately deliver the food to nonprofit recipient organizations that serve Marin's most vulnerable children, adults, and families. For more information: www.ExtraFood.org

Position

This position is one of the Executive Director's two key direct reports. One, the Manager of Food Donor & Recipient Relations, is responsible for creating new relationships with food donors and recipient organizations, identifying the needs of our recipient partners, and, most importantly, securing new food donations that meet those needs. The Operations Manager (OM) is responsible for the day-to-day operation of ExtraFood's food recovery program, including relationship management with operational representatives at food donor and recipient organizations, volunteer program management, food trip scheduling, food safety practices, and spontaneous donation assignment. This is a full-time position, initially home-based and ultimately office-based.

Responsibilities

1. Manage weekly food trip schedule:

- Working with the Operations Coordinator, ensure the online weekly schedule is posted ontime.
- Redirect donations and cancel/reschedule trips as necessary due to holidays and unavailable donations.
- Match new donations with recipients as needed and dispatch volunteers by phone, email, and/or text message.
- Working with Manager of Food Donor & Recipient Relations, integrate new donors and donations into food trip schedule and clarify ExtraFood roles and responsibilities for new donors.
- Monitor trip signups and recruit volunteers for unclaimed trips.
- Working with Operations Coordinator, ensure timely volunteer reports on all trips and timely data-entry into Salesforce database.

2. Manage volunteer program:

- Recruit new volunteers as needed, including regular Sunday farmers' market teams, using such tactics as online ads, referrals by current volunteers, and public speaking:
 - Screen all potential volunteers per ExtraFood's criteria
 - Receive, vet, securely store, and ensure updating of application materials

- Train all volunteers:
 - Conduct group orientations covering food trip signups, food trip process, safe lifting/moving of food, food trip reporting, and safe food handling (OM will complete Certified Food Handler training).
 - Update and distribute Volunteer Food Runner training manual
 - Provide volunteers with tools (eg. bags, packs, apron) for food trips. Ensure adequate stock of these tools and select new vendors whenever appropriate.
- Manage volunteers:
 - Manage any volunteer performance issues including unexpected lapses in volunteering
 - Answer food trip questions and resolve food trip issues.
 - Achieve volunteer utilization goals.
 - Author weekly volunteer newsletter, including Food Donor and Recipient of the Week
- Recognize volunteers:
 - Provide personal appreciation as appropriate
 - Select weekly honoree for newsletter
 - Lead Volunteer Appreciation Event in May and possible additional events
 - Choose Volunteer of the Year
 - Selected additional opportunities for public recognition
- Create annual budget for Executive Director approval and manage budget to plan

3. Monitor day-to-day operations for opportunities to improve efficiency and effectiveness:

- Achieve customer service and impact goals.
- Solicit and act on feedback from volunteers on food donor and recipient requests and practices.
- Monitor food donor practices, food donations, volunteer practices and recipient practices for food quality and food safety, taking appropriate action when necessary,
- Monitor daily/weekly/monthly food trip and weight totals to identify and anticipate donation trends. Anticipate need to expand recipient network and inform Manager

of Food Donor and Recipient Relations. Understand marketing and food donor recruiting activities and projected impact on food donation growth.

- Author annual Volunteer Survey in April, act on feedback as appropriate, communicate results.
- Share information with Manager of Food Donor and Recipient Relations on recipient needs.

4. Manage Operations Coordinator:

- Set objectives
- Manage and recognize performance
- Conduct annual performance and salary review
- Identify and pursue growth interests and opportunities

Qualifications

Required skills/experience include:

- Experience managing a large volunteer program
- People-management experience
- Outstanding interpersonal skills
- Excellent self-management
- Ability to work with and influence a variety of organizations and personality types
- Strong conflict-management and negotiation skills
- Ability to multi-task in a fast-paced environment
- Highly detail-oriented and organized; proven track record with complex projects
- Experience developing and implementing project plans and managing budgets
- Ability to work both independently and as a member of a staff team
- Familiar with a variety of technologies and software
- Bachelor's degree

Preferred skills/experience include:

- Public speaking skills
- Experience facilitating groups
- Nonprofit experience

Contact

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