



Position Title

Manager, Food Recovery Operations, ExtraFood.org

Organization

40% of all food is wasted in the U.S. And, food waste creates an enormous environmental problem: if global food waste were a country, it would rank 3rd in greenhouse gas emissions after the U.S and China. Yet 49,000 people in Marin County, California, worry about where their next meal will come from.

ExtraFood's mission is to help end hunger and wasted food in Marin. Our first step is our county-wide food recovery program: we pick up excess fresh food from Marin's businesses and schools and immediately deliver the food to safety net partners – such as senior housing centers, homeless shelters & after-school programs – serving Marin's most vulnerable children, adults and families.

In 4+ years, ExtraFood's staff and volunteers have organized, recovered, and delivered 2,000,000 pounds of food from 200+ donors to 111 sites throughout the county. ExtraFood, winner of the 2017 Heart of Marin Achievement in Nonprofit Excellence Award, reaches more than 7,000 people every month with healthy, fresh food.

For more information: <http://ExtraFood.org>

Position Summary

The Manager of Food Recovery Operations, reporting to the CEO, is responsible for the day-to-day recovery and delivery of food for people in need, managing several direct reports and our volunteer program to ensure exemplary service to our partners and achieve our impact goals. The ideal candidate is a proven Operations professional who thrives on fast-paced, multi-dimensional opportunities and challenges in a growing, mission-focused organization. Responsibilities include relationship management with operational staff at food donor and recipient organizations, pickup/delivery scheduling, volunteer program management, staff driver/truck management, and food safety practices. This team member also works closely with his/her peer, the Manager of Food Donor & Recipient Relations, to integrate new food donors and recipients into our program. This is a full-time, onsite, exempt position.

Responsibilities

1. Manage ongoing food trip (pickup/delivery) schedule
 - Ensure weekly schedule of regular food trips is posted online for volunteers
 - Complete daily staff driver schedule and ensure maintenance and smooth operation of ExtraFood's refrigerated truck
 - Match spontaneous donations with recipient partners and ensure trips are staffed
 - Integrate new food donors and recipient partners
 - Ensure timely food trip reporting
 - Ensure maintenance and reports for Salesforce-based signup/tracking system as needed
2. Manage volunteer program
 - Ensure new volunteers are recruited ahead of the need
 - Ensure application materials are received, vetted, securely stored, and updated as needed
 - Ensure volunteers are trained, updating training materials as needed

- Dispatch volunteers by phone, email, and/or text message when necessary
- Answer food trip questions and resolve food trip issues
- Manage any volunteer performance issues including unexpected lapses in volunteering and re-engagement strategies
- Manage and send weekly volunteer newsletter
- Ensure weekly, ad hoc, and annual recognition for volunteers
- Ensure annual volunteer survey is authored, distributed, analyzed, and acted upon
- Create annual budget for Executive Director approval and manage budget to plan

3. Recruit, hire, and manage Operations staff

- Set annual objectives, manage performance, author performance reviews

4. Monitor food recovery operation for opportunities to improve efficiency and effectiveness

- Understand marketing and food donor recruiting activities and projected impact on food donation growth; anticipate and act on any need for increased operations capacity
- 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 donation totals to identify and anticipate donation trends

Qualifications

The Manager of Food Recovery Operations is responsible for ExtraFood's 200+ food deliveries each week. S/he frequently interacts with volunteers, staff, food donors, and recipient partners – in person, by phone, by email, and by text – and as such must have high standards for operational efficiency and for upbeat communication. Consequently, required skills/experience include:

- Proven passion for, experience in, and success with managing a complex, fast-paced operation
- Highly detail-oriented; uses proven systems for organization and time-management; highly skilled in project management
- Proven excellence in managing staff
- Outstanding interpersonal skills; ability to influence a variety of personality types; strong conflict-management and negotiation skills
- Thrives in a growing, mission-focused organization and is aligned with our mission
- Fluent with a variety of technologies and software
- 2 professional references

Preferred skills/experience include:

- Experience managing a large volunteer program
- Experience with CRM databases, Salesforce preferred
- Nonprofit experience
- Bachelor's degree

Compensation

- Competitive and commensurate with experience
- Health insurance
- Vacation and sick leave
- 401(k) plan
- The feeling of making a big difference in our community every day

Email cover letter summarizing interest in position and experience, plus resumé, to:

Marv Zauderer, CEO, Marv@ExtraFood.org