



Director of Operations

Reports to: Deputy Director

Supervises: Program staff

Salary Range: \$60,000 - \$65,000

Diversity/Inclusion Statement: The heart of Bounty & Soul's mission recognizes and celebrates diversity, inclusion, social justice, and community-led solutions to inequities. We believe that to fully embrace diversity and inclusion, everyone must feel seen, heard, respected and valued. Within our team, we strive to nurture a culture where inclusion and diversity are a reflex, not an initiative--one that unifies us in a shared sense of celebration, care, respect, passion, and commitment to social and environmental responsibilities. In that spirit, we center community in all decision-making and carry out our mission in accord with community desires.

Overview of Position

The Director of Operations provides day-to-day leadership of programs and personnel, ensuring that organization's standards, procedures and mission objectives are fulfilled. This role has direct oversight of the organization's programs, operations, community engagement, and program evaluation efforts. All roles and activities are conducted through a lens of equity, inclusion and belonging according to the intent set forth above. The Director of Operations executes the strategic plan with Executive and Deputy Directors' oversight. They ensure that operations move efficiently and effectively both within and between programs. The Director of Operations leads by example while creating and maintaining a positive, collaborative, and inclusive work culture.

Duties and Responsibilities:

OPERATIONS Oversees all aspects of the organization's day-to-day operations in partnership with the executive staff, program staff, volunteers and participants.

- Oversee and manage Operations staff: hiring, orientation, training, scheduling and development
- Evaluate needs of operation and staff capacity/schedules. Identify gaps and strategize and execute solutions.
- Manage and evaluate work plans, objectives and goals, ensuring the operation is running effectively, efficiently, safely and collaboratively in accordance with Bounty & Soul standard processes, policies and procedures.
- Ensure that all facilities are sanitary, orderly, and well-maintained.
- Ensure that all vehicles are well maintained.
- Document the upkeep and maintenance of Bounty & Soul facilities, distribution sites, company vehicles, and equipment.

- Manage the operational budget with oversight from the Deputy Director.
- Manage short-term and long-term operational strategies.
- Oversee the data collection, reporting and record-keeping requirements of operations, ensuring accuracy, timeliness and completion.
- Build, cultivate and manage strategic and operational partnerships.
- Provide regular operations updates to the Deputy Director.
- Perform additional duties as needed or assigned by the Executive and Deputy Directors.

PROGRAMS Oversees the development, implementation and evaluation of all Bounty & Soul programs and services that ensures the fulfillment of mission and that they are aligned with the strategic plan. This department includes: the Director of Community Engagement, Drivers/Community Liaisons, the Food Sourcing and Distribution Manager, the Rooted in Health™ Manager and Associates, the Bounty & Soul Kids Coordinator, and the Farmers Alliance™ Manager and Associates. It also includes contract employees at the program level.

- Foster a respectful, cohesive, collaborative organizational culture.
- Manage program staff hiring, orientation, training and development in coordination with the Deputy Director.
- Manage and evaluate yearly program staff work plans, objectives and goals in coordination with the Deputy Director.
- Oversee program staff's efficiency, effectiveness and capacity. Create solutions for gaps.
- Oversee program development and implementation in collaboration with staff and community input.
- Ensure program fidelity with founding vision and mission.
- Co-create and manage new, innovative initiatives & program opportunities.
- Build and maintain strategic and operational partnerships and collaborations.
- Develop and oversee programs budget according to fiscal policy and sound business practices.
- Make purchases, and assist with management of procurement and resource allocation.
- Provide regular updates to the Deputy Director, reporting on issues of capacity; logistics; budgets; programmatic changes, needs and evolution; and program evaluation metrics.
- Speak in community gatherings, conduct tours, and represent the organization to the public when asked.

COMMUNITY ENGAGEMENT Collaborates with multidisciplinary organizations to understand and address root cause issues of food and nutrition insecurity, and poverty in the greater Western North Carolina area with the goal of promoting equity and supporting the health and well-being of local residents.

- Represent, support and share the philosophy of Bounty & Soul's mission, vision and values in appropriate community groups and venues.
- Build positive and effective relationships outside the organization.
- Build and sustain relationships with other community-based organizations that support the needs and desires of participants.
- Engage community members in identification of desires and solution finding, and elevate their priorities.

- Facilitate and/or participate in relevant cohorts, collaboratives, coalitions, and cross-sector initiatives.

RESEARCH/EVALUATION Ensures that Bounty & Soul's monitoring and evaluation activities are executed with fidelity to programs, with the goal of identifying promising, evidence-based strategies that promote health and nutrition equity.

- Perform the collection, analysis, documentation, and interpretation of programmatic information using results based accountability and other evidence-based metrics.
- Support the communication of Bounty & Soul's evaluation efforts across a wide-range of audiences.

Desired Qualifications:

- Proven experience as Director of Operations or Program Manager or equivalent position
- Minimum of 3 years of experience managing work plan and logistics of multiple projects/programs
- Experience may include purchasing/procurement, project management, non profit management, operations and logistics
- Experience creating systems and processes
- Experience leading and managing teams
- Strategic thinker with demonstrated experience elevating the work of a team through process improvement, planning, and goal setting
- Strong organizational skills with the ability to manage multiple tasks
- Emotional intelligence
- Strong interpersonal, written and verbal communication skills
- Experience with nonprofit management and community-based initiatives
- Values and is able to maintain confidentiality
- Working knowledge of data management, data analysis, evaluation and performance metrics
- Strong working knowledge of food and community health is preferred
- Microsoft Office Suite, Google Meets, Zoom, other databases
- Ability to repeatedly lift 40 lbs and engage in physical tasks when needed

Working Conditions:

This position works in an office setting with frequent exposure to a warehouse environment and the outdoors, both of which can at times be hot or cold depending on the season. This is a sometimes fast-paced, hands-on, physical work environment. The noise level in the work environment is moderate to moderately loud within the warehouse. The office environment requires self awareness and attention to communal needs.

Physical Demands:

Position requires the ability to, on occasion when needed, lift and transport 40+lbs, operation of a manual pallet jacks, and driving of large company vehicles. This includes pushing and pulling of products throughout the warehouse.

Primary office functions require sufficient physical ability and mobility to work in an office setting. This includes: the ability to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; Exerting up to 25 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.