

**Second Harvest of Coastal Georgia, headquartered in Savannah, GA,** serves as the food safety net for tens of thousands of children, senior citizens, low-income families, and people with disabilities who are at risk for hunger throughout 21 counties of coastal Georgia. Last year, Second Harvest provided more than 23 million pounds of food to hungry people in our area through various programs.

**Position Summary:** Reporting to the Executive Director, the **Director of Operations** provides strategic leadership and overall management of all activities in the Operations Departments for two locations, including Warehousing, Transportation, Compliance, Procurement, Safety, and Facilities. This position focuses on executing day-to-day goals and ensures short- and long-term results that comply with Second Harvest's Mission, measures performance against objectives and evaluates and utilizes the organization's capacity to deliver outstanding services. The Director of Operations will establish and maintain a reputation for operational excellence driven by a culture that promotes efficiency and productivity.

**Essential Job Duties:**

**Management:**

- Provide strong, proactive leadership to build and maintain positive morale and motivate employees.
- Oversee and guide department managers on hiring, staffing, training, performance management and evaluation, employee relations issues, and problem resolution.
- Mentor and develop staff using a supportive and collaborative approach to career development.
- Model and coach excellent customer service.
- Implement department work plans, meet assigned goals and objectives, and meet the Operations department budget objectives.
- Provide leadership for new initiatives focused on increasing the distribution of products to participating agencies and programs.

**Distribution, Transportation, and Logistics:**

- Oversee the plan for effective distribution streams to increase the output and efficiency of Operations activities in accordance with the demand for various types of food assistance.
- Analyze the existing distribution network to determine appropriate actions to support growth needs, optimize delivery focus, and improve the quality of service.
- Evaluate and identify opportunities, develop strategies, present recommendations to the Executive Director, and implement efficiencies to enhance operational effectiveness and service.
- Assess resources and work schedules to ensure a flexible and optimal balance between efficiency, service provision, and collaboration with partners addressing hunger throughout the service area.
- Strategize and improve communications between all departments and Operations to remove obstacles, improve responsiveness, and facilitate prompt decision-making.

**Warehouse Operations:**

- Oversee inventory to ensure that processes and inventory controls are working effectively and maximizing the use of inventory software.
- Ensures that complete and accurate records of products received and distributed, including donated food, purchased food, and food from government programs, are maintained.

**Procurement:**

- Manage efforts to identify, acquire, cultivate, solicit, renew, increase, and recognize the support of product donors and prospects.
- Oversee purchasing strategies, both short and long-term, based on product movement history, space, and costs.

**Disaster Relief:**

- Plan, prepare, and coordinate emergency response activities to ensure public safety during disasters or crises. As needed, remain on-site during evacuations.
- Develop and manage emergency response plans, policies, and procedures.
- Conduct drills and exercises to test emergency response capabilities and identify areas for improvement.

**Safety:**

- Provides oversight for developing and maintaining organizational safety programs to ensure a safe, healthy, productive, and accident-free work environment.
- Proactively manages safety and security for all employees; immediately responds to concerns and conducts proper follow-up to ensure the issues are effectively addressed quickly.

**Compliance:**

- Ensures that all operational activities comply with local, state, and federal regulations and laws governing business operations, including AIB compliance and Feeding America's contractual obligations, policies, and procedures.
- Develops, documents, and maintains standard operating procedures to ensure strong processes are in place for all Operations department functions.

**Administrative Tasks and Duties:**

- Participate in the development and management of the annual operating budget.
- Provide timely and accurate reports to the Executive Director and CFO as required.
- Responsible for inventory control software management and operations.
- Other duties as assigned by the Executive Director.

**Other Job Duties:**

- Assist in the development of relationships with local food donors and agencies.
- Take on special projects as requested by the Executive management.

**Applicant Qualifications and Requirements:**

- Bachelor's degree or combination of education and experience in a related field.
- 10+ years of management and leadership experience in a warehouse setting.
- Required: Strong computer skills with proficiency in all Microsoft Office Suite applications. Mastery-level experience with inventory management systems.
- Ability to be onsite at the food bank or designated locations following a disaster event as soon as safely possible to assess facilities, coordinate with local authorities, and initiate emergency

food distribution operations. This may include the requirement to stay on-site during an anticipated disaster event like a hurricane.

- Excellent verbal and written communication skills and time management skills; strong organizational skills and ability to multi-task.
- Ability to interact effectively with individuals of diverse backgrounds, experiences, and personalities.
- Ability to independently prioritize issues quickly and manage time and resources appropriately
- Ability to identify and implement efficiencies.
- Demonstrated use of excellent judgment and diplomacy to determine the appropriate course of action in functional, operating, and personnel issues.
- Ability to foster and maintain a positive working environment, including strong team development.
- High degree of accuracy.
- Strong coordination, time management, organization, and documentation skills.
- Minimum 1-year forklift experience.
- Minimum 1-year ride-on pallet jack experience.

Pay range: \$85,000-\$95,000

Benefits include medical/dental/vision insurance, life insurance, generous Paid Time Off, paid holidays, and a 401k with company match.

Interested candidates should submit an interest letter and resume to:

Alison Mahoney  
Director of HR and Administration  
[amahoney@helpendhunger.org](mailto:amahoney@helpendhunger.org)

*America's Second Harvest of Coastal Georgia is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information or any other characteristic protected by applicable federal, state or local laws.*