



Chief Operating Officer (COO)

***** \$2,000.00 Sign-On Bonus*****

Worcester County Food Bank (WCFB) believes that healthy food is a fundamental right of all people, that hunger is a solvable problem and an issue of social justice. WCFB's mission is to engage, educate, and lead Worcester County in creating a hunger-free community. To that end, WCFB annually collects donations of perishable and non-perishable food and distributes it through a network of Partner Agencies, including food pantries and community meal programs; trains Partner Agencies in food safety; and advocates for systemic and sustainable solutions to the problem of hunger. WCFB is deemed to provide essential services to the community in time of emergencies.

Job Summary

The COO is a senior leadership position responsible for providing both strategic leadership as well as managing day-to-day functions in support of WCFB's mission and to ensure organizational effectiveness and efficiency. The COO supervises the Director of Communications and Development, Warehouse and Facility Manager and Agency Relations Manager. The COO will develop, implement, and monitor budgets (capital and operating) and work plans in support of strategic goals. This is a full-time, exempt position reporting to the Chief Executive Officer (CEO).

This position is designated essential to WCFB's mission.

Responsibilities

- Fosters a mission-driven organization in support of WCFB strategic goals and core competencies while ensuring organizational effectiveness and efficiency.
- Promotes a culture of integration and coordination among staff in collaboration with supervisors. Ensures that the responsibilities and accountability of direct reports are defined and understood and coaches direct reports in areas requiring improvement; evaluates performance regularly.
- Oversees and monitors all aspects of daily administrative and operations functions in
 - in accordance with budgets and internal policies and procedures and
 - in compliance with local, state, and federal regulations and laws governing business operations, including food safety and nonprofit advocacy and finance.
- Responsible for compliance with Feeding America food bank standards including annual American Institute of Baking (AIB) food safety audit. Responsible for managing bi-annual Feeding America visits.
- Responsible for developing administrative policies and standard operating procedures as needed and updating existing ones.

- Oversees the collection and distribution of WCFB's donated food resources including administration of the MA Emergency Food Assistance Program (MEFAP) and the Emergency Food Assistance Program (TEFAP/USDA).
- Oversees WCFB's managed services contract including IT, building security, pest control, cleaning, and trash removal.
- Represents WCFB in conversation with Partner Agency representatives, food donors, and volunteers on site at WCFB.
- Promotes appropriate communication and facilitates information sharing within the organization.
- Regularly collects, analyzes and reports around key organizational metrics.
- Keeps informed of developments in all areas of responsibility and applies best practices.
- Evaluates the effect of internal and external forces on WCFB's operations and recommends short- and long-term plans that support WCFB's values, mission, and strategic plan.
- Collaborates with the Building Committee to manage master facility plan and update as needed.
- Prepares regular operations analysis and reports for the CEO and Board of Directors.
- Participates with the CEO, Board of Directors and staff in strategic conversations and budget planning.
- Other duties and projects as assigned by the CEO.

Qualifications

- Combination of education and senior management experience in operations and network services.
- Commitment to WCFB's mission to end hunger.
- Commitment to prioritizing equity, diversity, and inclusion and integrating it throughout WCFB's operations.
- Practical and strategic systems thinker and problem solver.
- Strong supervisory experience including building and managing teams.
- Knowledge and demonstrated experience in designing, implementing, and evaluating systems and processes.
- Commitment to a flexible work schedule to meet the organizational needs of WCFB and Operations Department.
- Willingness to travel locally, regionally and nationally as needed for meetings, conferences, etc.
- The ideal candidate will have the following qualities and strong skill set:
 - Leadership experience and effective communication skills. Bilingual communication skills are recognized as an asset.
 - Demonstrated success in operations management.
 - Strong attention to detail.
 - Initiative, flexibility, and ability to adapt quickly to changing circumstance and priorities.
 - Advanced computer and technical skills including inventory management software. Knowledge of Ceres Navision a plus.
 - Budgeting and financial management.
 - Ability to digest technical documents including financial reports and contracts.

Pay Scale: \$87,000.00- \$108,000.00

Status: Exempt

How to Apply: A formal cover letter is required for consideration.

- 1) Online at [Indeed.com](https://www.indeed.com); *or*
- 2) Mail cover letter and résumé to Worcester County Food Bank, Attn: Lara Greene, 474 Boston Turnpike, Shrewsbury, MA 01545; *or*
- 3) E-mail HR@foodbank.org (subject line: “Chief Operating Officer”)

WCFB is an Equal Employment Opportunity (EEO) employer and welcomes all qualified applicants. Applicants will receive fair and impartial consideration without regard to race, sex, color, national origin, age, disability, veteran status, genetic data, religion, or other legally protected status.

We strongly encourage people of color, women, LGBTQ + individuals, people with disabilities, and people living with or have experience of poverty to apply.