

Vice President of Operations

The Community FoodBank of New Jersey is hiring a Vice President of Operations (VPO), who will work in close support of the President & CEO, and will be responsible for the general management of day-to-day operations of the Foodbank. The VPO will have direct responsibility for providing leadership and management of: operations; warehouse; food sourcing; customer service/ agency relations and instituting systems that provide effective internal management.

This position has been created to drive customer satisfaction while maintaining a reasonable cost structure and fulfilling CFBNJ's mission of feeding the hungry. In addition, the organization desires to build on current workforce development opportunities beyond the Food Service Training Academy. Outstanding candidates for this position will have proven experience working in a fast-paced environment and dealing with all the complexities that come with running a Food Bank. This will include proficiency in warehouse operations, distribution, logistics, systems, transportation, and food safety. She/he should have the ability to demonstrate a high level of integrity, strong interpersonal skills and the ability to build consensus with a strong emphasis on responsibility and accountability. Management abilities include the capacity to develop a supervision team capable of developing other team members.

Key Responsibilities

- Provide day-to-day leadership and management to a service delivery organization in line with the CFBNJ core values and mission. Direct reports include: Operations including logistics and food sourcing, all agency relations customer service, managing all capital resources associated with functions across the state of New Jersey.
- Be responsible for driving the company to achieve, meet or surpass organizational goals and business objectives.
- Maintain the highest level of compliance including: audits; inspections; food safety and ensure that all operations are in compliance with local, regional and federal laws and required documentation. Proactively manage safety and security for all associates; immediately respond to any concerns and conduct proper follow up to ensure the issues are effectively addressed.
- Maintain, develop and document SOPs to establish uniformity and strong processes to maintain acceptable food safety audit scores.
- Set overall strategy for leveraging multiple distribution centers - develop and implement short and long-term plans and programs that support organizational goals.
- Oversee the development, implementation and evaluation of strategies and activities including data collection and systems analysis including but not limited to: performance metrics; technology, systems, equipment and facilities; logistics planning and output; policies & procedures; organizational development, workforce planning and training efforts designed to accommodate the rapid growth objectives of the organization.
- Communicate progress using key metrics, dashboards and summary reports to operations employees, senior leadership teams, board of directors, and staff.
- Participate in developing and implementing a strategic plan that supports the organization's vision and goals; translate the strategic plan to staff to ensure support; and recommend modifications of the plan in response to changing internal and external factors.
- Motivate and lead a high-performance team; work with H.R. to attract, recruit and retain required members of the management team not currently in place; provide mentoring as a cornerstone to a management career development program.
- Support the development of a culture of continuous improvement, operational awareness and group and individual accountability.

- Act as lead "client-care officer" through direct contact with stakeholders and partners.
- Develop a knowledge management system that ensures maximum sharing of information and learning throughout the organization.
- Lead and manage employee performance by establishing clear goals and expectations, tracking progress against the goals, ensuring timely feedback, and addressing performance problems and issues promptly.
- Build and maintain a departmental structure, operating standards and practices that are responsive and adaptable to evolving business needs.
- Ensure continuous improvement of customer satisfaction through programs to reduce deviations, provide for on-time delivery, and meet customer quality and cost expectations.
- Optimize and manage outside service providers to ensure that the most cost effective and timely services are being provided according to the service level agreement. Work with external vendors on annual contractual negotiations & RFP's as required.
- Participate with President & CEO as well as key leadership team members in setting policies and determining strategies to meet or exceed revenue and CFBNJ goals.
- Manage high-level operational risks to business by liaising with key stakeholders to ensure business continuity and disaster preparedness.
- Liaison with Feeding America with respect to Programs/Agency Relations activities and participate in networking opportunities.
- Assist in fundraising strategy and activities to enable the organization to grow.
- Participate in other duties to execute and advance organizational goals and mission.

Knowledge, Skills and Experience

- 10+ years' distribution, supply chain and logistics experience, including operational management required; or an equivalent combination of education and experience. Management of multiple distribution centers preferred. DOT and OSHA knowledge required.
- Experience in food banking, warehousing and manufacturing preferred.
- BS/BA in Supply Chain Management or Business Administration or relevant field required. MBA a plus.
- Highly organized and ability to manage multiple priorities in a fast-moving environment.
- A demonstrated successful track record in setting priorities, shaping processes, guiding investment in people and systems, and developing an infrastructure that creates a stronger and more efficient organization.
- Thorough understanding of project management; able to work effectively under pressure to meet tight deadlines and goals.
- Excellent collaborative skills and ability to generate flexible and creative approaches to problem solving.
- Excellent communication and coalition building skills with an ability to balance, negotiate and work with a variety of internal and external stakeholders.
- High-level of knowledge and understanding of interconnections between operations programs and funding sources and the ability to creatively build and maintain internal and external strategic partnerships.
- Understanding of Mission and organizational purpose.

Qualified candidates should send their resume and salary requirements to vpjob@cfbnj.org.