

POSITION PROFILE

Nourish
Pierce County



253.380-1733

www.hagelsearch.com

Director of Operations Search

Located in Tacoma, WA, Nourish Pierce County has embarked on a search for a Director of Operations to assist in Nourish's ever-growing community demand for the organization's services.

Incorporated in 1982, Nourish Pierce County's mission is to provide food and support services for people in need with compassion, dignity and respect. With seven food bank locations and an award winning mobile food bank that serves nine additional sites, Nourish serves over 40,000 individuals each month. With the assistance of 700 volunteers, the goal is to provide each person or family with enough food to make three nutritious meals a day for three days. All Nourish Food Banks operate on a self-serve model, encouraging clients to select the foods that best meet their family's needs.



**NOURISH
PIERCE COUNTY**

Food Banks for Healthier Futures



The Position

Reporting to the Chief Executive Officer, the Director of Operations will have both internal and external facing responsibilities. The Director of Operations will partner closely with the CEO and the Deputy Director to chart Nourish’s future growth and strategic response to an ever-increasing demand for the organization’s services.

Duties and Responsibilities

Employee Leadership

The Director of Operations is responsible for the day-to-day leadership, management, and development of operations department staff including food bank managers, logistics staff and volunteers. Provides coaching and training to build a culture of urgency, safety, collaboration and continuous improvement.

Strategic Management

Participates in, creates, and executes along with the Board of Directors, Chief Executive Officer and Deputy Director, the strategic plan and other policies and processes necessary to manage the organizations current activities and its projected growth. Coordinates plans for further development of



existing as well as future programs to increase the output and efficiencies of program activities in keeping with the demand of various kinds of food assistance.

Operational Management Ensures OSHA, DOT and all food safety, sanitation and operational standards are met and adhered to. Provides analysis to optimize logistics network across service areas and among distribution outlets. Successfully develops and manages the operational budget. Analyzes and optimizes warehouse operations, including assessing and evaluating personnel and volunteers. Develops and successfully manages the operational budget.

MISSION

To provide nutritious food and support services to people in need with compassion, dignity and respect.

VALUES

Creating pathways from scarcity to security.

For more information about Nourish Pierce County go to: www.nourishpc.org



NOURISHING NEIGHBORS

Eleven years ago, Sheila first arrived at the Lakes Area Nourish food bank as a client. “I had a house, I had a business. I got sick and I lost everything.” She experienced homelessness for about five months, until she got into an apartment. The food bank helped her get back on her feet.

“Even people who have jobs are just one step from being homeless. You never know what life is going to bring you.” She says. “Things are not for sure.”

Since that first visit to the food bank eleven years ago, Sheila has been coming back to volunteer. She now volunteers twice a week for a few hours each visit. She does a little bit of everything at the Lakewood based food bank, but she mostly helps with their small clothing bank there. She sorts donations and gets them organized for the clients.

“I can’t do too much physically, but volunteering made me feel better about myself.” She says. “It’s for my peace of mind that I am here.”

She volunteers to give back. “I don’t feel right just taking and it feels good to give back. It just gives me an opportunity to help others.”

Qualifications, Focus, and Compensation



Minimum Qualifications

- Bachelor's degree or equivalent experience
- 5+ years managing teams and individuals.
- 5+ years in the food industry, experience in food banking preferred.
- 5+ years in a leadership capacity in an organization with multiple sites.
- 3+ years in Continuous Improvement and application of LEAN principles.
- 3+ years in facilities and fleet management.
- Experience in developing and implementing operating policies, and procedures, managing inventory, collaborating with community partners and overseeing facility maintenance.
- Preference will be made for candidates with experience in food distribution, safety, quality assurance systems, and logistics.
- Commercial Driver's License or willingness to obtain one is a plus.



Personal Attributes and Values

- Delegates effectively
- Effective communications skills
- Effective internal and external relationship manager
- Embraces diversity, equity, inclusion & access
- Embraces quality management
- Impeccable integrity
- Innovative
- Leader-inspires others
- Passion for Nourish's mission, vision and values
- Plans and organizes effectively
- Positive attitude
- Problem solver
- Promotes safety and security
- Sound judgement
- Strong work ethic
- Strong ability to navigate through ambiguity and adapt to changing circumstances
- Team Player
- Values Focused



Initial Focus

- Build strong working relationships with staff, senior management team and volunteers
- Become conversant with current operations strengths and areas of potential improvement
- Work with senior management team and staff on planning for new facility operations

Compensation

Salary Range is \$80,000 to \$90,000 per year, plus excellent benefits package



TIMING AND APPLICATION

The position is open until filled. Candidates are encouraged to apply as soon as possible.

To apply or view the current status of the position go to:

www.hagelsearch.com/nourishpc

All submissions will be acknowledged and will be held in strict confidence. The starting date for the successful candidate will be subject to discussion between the candidate and Nourish Pierce County.

Finalists for the position will be required to participate in a behavioral and emotional intelligence assessment. The assessments are web-based, takes about 90 minutes, and help match the candidate's attributes and competencies with the desired attributes and competencies for the position. All results are held strictly confidential. Formal background checks will be conducted on finalists for the position, with their permission.

CONTACT INFORMATION

For further information please contact: Frank Hagel 253.693.2780 - frank@hagel.net. DO NOT submit your application to this email address.



EQUAL OPPORTUNITY

There shall be no discrimination on the basis of race, color, sex, creed, religion, gender, sexual orientation, age, disability, national origin, citizenship, or marital status. In addition, to ensure full equality of opportunity in all operations and activities of Nourish, every staff member employed at Nourish shall be selected under fair employment procedures that provide equal employment opportunities to all people. Nourish will make reasonable accommodations for physical and mental limitations of employees.