



## **Operations Coordinator Job Description**

**Work Hours:** Salaried - Full-Time

Monday through Friday business hours; occasional Saturdays

**Position Summary:** The Operations Coordinator provides support and administrative services for food rescue facilities, fleet, operations, and data. This position will serve as Table to Table's (T2T) systems administrator for software, onboarding new staff, and maintaining an organized and friendly work environment.

**Supervision Given By:** The Operations Coordinator is part of the Food Rescue Program Team and is supervised by T2T's Food Rescue Program Manager.

### **Qualifications & Competencies:**

- Enthusiastic about a deep dive into T2T's new software system: a custom version of Salesforce for nonprofits
- Experience with a customer relations management software
- Experience coordinating facilities and/or vehicle maintenance
- Enthusiastic advocate for food rescue, hunger relief, and food waste reduction
- Able to connect with others and forge strong relationships with a focus on team support; possesses solid communication and interpersonal skills
- A self-starter with the ability to work independently and autonomously in a fast-paced environment, maintaining energy through often repetitive tasks
- Detail-oriented and resourceful
- Functional knowledge and ability to use Microsoft Office and Google Suite

### **Licenses, Certifications, or Qualifications:**

- Over 21 with a valid driver's license for a minimum of 4 years and good driving record; must be willing to drive large vehicles

## **Essential Functions:**

### **Software & Database Support**

- Serve as admin user for Salesforce database
- Work with our Salesforce implementation vendor and Salesforce software support team to make needed system and functionality changes
- Oversee data entry for program and volunteers
- Troubleshoot issues
- Build reports and dashboards
- Identify training opportunities and needs, and facilitate trainings where appropriate

### **Fleet & Facility Maintenance & Compliance Coordination**

- Fleet
  - Responsible for scheduling vehicle maintenance, getting estimates, assessing vendors, scheduling services, tracking fleet status, and predicting future needs
  - Track vehicle insurance, submitting claims and completing documentation
  - Oversee fueling needs and vendor accounts
  - Oversee vehicle registrations and documentation
- Facility
  - Support facility repairs, maintenance, and inspections by fielding maintenance requests, scheduling appointments, and meeting with vendors and inspectors
  - Coordinate janitorial and pest control services and support general facility organization and cleanliness
- Compliance
  - Oversee T2T's compliance process and reviews with Feeding America and other partners
  - Track and manage compliance documentation (i.e. food safety, pest control, chemical safety, sanitation), maintaining material safety data sheets and facility logs

### **Day-to-Day Volunteer and Program Supervision**

- Work with the program team to provide coverage/facilitate food rescue operations, including but not limited to:
  - Coordinate daily routes by getting volunteers started and directing their tasks for the day, and communicating with key staff at donor/recipient sites to ensure smooth pick-up and delivery of donations
  - Answer phone calls, greet visitors, and accept walk-in donations
  - When on duty, coordinate, offload, and organize deliveries and pick ups at T2T. Maintain inventory, track related data, and work with staff to determine the appropriate distribution of donations.
  - Accompany volunteers on food rescue route delivery when needed
  - Complete shop/facility duties normally done by volunteers as needed

### **Administrative Duties**

- Track budget and maintain documentation expenses related to fleet, facility, supplies, and software
- Technology Support
  - Support T2T's technology including computers, printers, phones, wifi, vehicle and refrigeration units, and other equipment by updating them, setting up technology for T2T team members, and assisting with troubleshooting as needed
  - Track technology inventory and assignments, acquiring new when needed
- Internal/external communications support:
  - Provide Board and Committee support including scheduling, setting up conference calls, assembling materials, updating schedules and records, and other Board engagement activities
  - Prepare and process letters and contracts as requested
  - Promptly respond to or direct website, phone, and email inquiries
  - Coordinate acknowledgements, honoree notifications, and other recognition needs
- Administrative grant support (prior experience with grants is *not* needed):
  - Track grant report deadlines
  - Support collection of data for grants
  - Compile administrative requirements for reports and applications
- Administrative HR support (this is not an HR role, HR experience is *not* needed):
  - Coordinate hiring processes by maintaining hiring postings, receiving and organizing applications, scheduling interview slots, and updating staff records with new hire information
  - Track staff hire dates and milestones and facilitate onboarding and recognition
- Collect and place office, fleet, staff recognition, and facility supply orders and ensure their receipt, installation, storage, and distribution
- General filing and annual archive support

**Typical challenges this position will face:**

- Frequent interruptions, especially during hours with heaviest volunteer activity
- Fluidity between team work and self-directed solo work
- Varied duties requiring multiple skill sets; patience and persistence needed
- Accepting that each day may bring surprises and that unpredictability is in the nature of food rescue work

**Work environment:**

- Works with all staff and departments in the organization
- Works in both an office and warehouse/transportation environment
- Like all T2T team members, this position will also support and participate in general food rescue program operations
- Occasional physical demands, lifting 20-40 lbs.