



Operations Manager

Hunger Network, a non-profit organization which envisions that no one goes hungry and no food goes to waste seeks a full-time Program Coordinator. Food Rescue utilizes innovative, people-powered technology to revolutionize the last-mile of the logistics chain by bridging the gap between hunger and food waste to bring food access closer to those who need it. This position reports directly to the Program Director.

Position Summary

The Operations Manager is responsible for the successful execution of Hunger Network's Food Rescue program. Food Rescue requires an entrepreneurial spirit, strong technology skills, a passion for sustainability and serving the community, and a keen eye for operations to be most successful. This position will help build access to local food system networks and grow partnerships.

General Responsibilities

- Assists the Program Director as part of a collaborative team to ensure that the Food Rescue program continues to grow.
- Assists in dispatch of the Food Rescue Hero technology system and masters all aspects of the technology.
- Works with the Program Director to manage tonnage targets and other key performance indicators for the region.
- Identifies supply chain weak points and works with the Program Director to implement solutions.
- Works with Program Director and the Marketing and Communications Coordinator to plan and execute regional engagement initiatives for all stakeholders, including the use of social media.
- Works with Program Director to analyze performance data to isolate trends; identifies opportunities to improve systems and processes; and reports on progress toward goals.
- Maintains food safety standards throughout the supply chain.
- Attends community meetings to gather and share information as needed.
- Assists with major special events, annual campaign, and other internal meetings as needed.

Volunteers

- Works closely with and supports the Program Director on related program needs to recruit, engage, and retain Food Rescue program volunteers.
- Troubleshoots rescues in real time via the online dispatch technology.
- Engages volunteer driver network effectively.
- Addresses volunteer issues effectively and efficiently.
- Ensures all volunteer contact information is up to date and any trainings are completed.
- Assists with Food Rescue Hero engagement activities.
- Participates in community events for volunteer recruitment.

Nonprofit Partner and Food Donor Recruitment, Engagement, and Retention

- Works closely with the Program Director to ensure partner coverage across Cuyahoga County and the region.
- Ensure a diversified portfolio of partners to reach the most people, as often as possible.
- Identify potential new food donors.
- Ensure donation use throughout the donation pipeline, minimizing waste and maximizing volunteer driver network.

Qualifications and Skills

- Bachelor's or Master's degree from an accredited college or university in Nutrition, Public Health, or closely related field.
- Current ServSafe Food Handler Certification preferred, or to receive within 30 days of employment.
- A sincere and deep commitment to the Hunger Network mission.
- Excellent technological skills and proficiency in Excel and PowerPoint.
- Experience with database management required.
- Strong critical thinking skills, with the ability to analyze data, recognize trends, and drive strategic recommendations.
- Highly adaptable and excited to operate in a fast-paced environment while able to work with minimal supervision.
- Able to identify needs, implement strategy, and juggle many moving pieces on a regular basis.
- Resourceful and persistent with a history of building partnerships.
- Experienced with public speaking, writing, and interpersonal skills.
- Have compassion, patience and cultural competency.

Experience

- 1-2 years in relevant environment.

Competencies

- Excellent organizational, writing, and communication skills.
- Ability to manage multiple projects simultaneously and adjust project timelines as needed.
- Experience working in high-growth and/or early stage company environments.
- Excellent outreach and relationship-building skills.
- Highly analytical, detail-oriented, and process-driven.
- Ability to work in a team environment.

Other

- Some weekend and evening hours
- Reliable transportation, valid driver's license, and automobile insurance
- This position fluctuates from sitting for long periods of time to being active and requiring standing, walking and bending. Individual frequently lifts and moves food and other items over 30 pounds and loads food boxes into and out of vehicles.
- Background check

Excellent benefits package available. Hunger Network is proud to be an Equal Opportunity Employer. Send cover letter and resume to careers@hungernetwork.org.