



GREAT CAREERS START HERE!

Are you interested in becoming a valued member of an award-winning team of professionals who are dedicated to helping ease hardship & foster financial stability in our community? We'd love to hear from you! Apply today for the Director of Operational Excellence position by sending your resume to: jobs@nfcchelp.org

Job Summary: The Director of Operational Excellence serves as a key member of the NFCC team, working across the organization, responsible for overseeing the daily operations, systems, processes, and infrastructure in collaboration with all teams. This position ensures operational excellence across all programs and services, including the Food Pantry, Thrift Store, Client Intake Services, and Community Engagement Programs. The Director of Operational Effectiveness develops and implements policies, procedures, and operational strategies that improve efficiency, accountability, compliance, and service delivery. The position provides strategic input of client intake systems, inventory management, warehouse operations, supply chain logistics, facilities, technology, and cross-departmental functions to ensure that individuals and families receive timely, effective, and dignified services.

Job Duties and Responsibilities:

Organizational Leadership & Operations

- Develop, implement, and monitor organizational policies, procedures, and operational standards, creating standard operating procedures and training staff as needed.
- Ensure alignment of operations with the organization's mission, strategic plan, and service goals.
- Lead process improvement initiatives to increase efficiency, effectiveness, and accountability across all departments.
- Identify operational challenges and implement solutions to improve organizational performance.
- Ensure effective communication and coordination among all departments and program areas.

Client Intake & Service Delivery Oversight

- Work collaboratively with the client services department to develop, implement, and oversee client intake procedures to ensure equitable, efficient, and consistent access to services.
- Collaborate with program staff to streamline intake processes and remove barriers to services including education, workforce development, and financial assistance.
- Utilize data and reporting systems to identify trends, monitor outcomes, and support strategic decision-making.

Food Pantry Operations

- Evaluate, develop, and recommend operational practices that support consistent, efficient and effective food pantry operations, including development of standard operating procedures.
- Ensure compliance with food safety regulations, health standards, and partner agency requirements.
- Develop systems that support client-centered food distribution and inventory management in coordination with pantry leadership.
- Monitor program performance and implement improvements to meet community needs, including use and flow of volunteers in conjunction with food pantry leadership.

Inventory Management & Supply Chain Logistics

- Provide input and support for all aspects of inventory management, including procurement, donations, purchasing, receiving, storage, distribution, and inventory reconciliation in conjunction with leadership.
- Develop and maintain inventory control procedures that ensure accurate tracking and accountability of food and household goods.
- Lead supply chain logistics to ensure timely acquisition, transportation, storage, and distribution of resources.
- Monitor inventory levels and usage trends to prevent shortages and minimize waste.
- Implement systems to measure inventory turnover, distribution efficiency, food waste reduction, and program effectiveness.

Thrift Store Operations

- Provide operational support to thrift store leadership, including donation processing, inventory flow, retail operations, and facility management.
- Develop and monitor procedures that improve efficiency, profitability, and customer experience in collaboration with leadership.
- Analyze operational data and sales performance to identify opportunities for growth and improvement.
- Establish controls for inventory management, loss prevention, and financial accountability.

Required Skills and Abilities:

- Strong leadership, management, and team-building skills.
- Knowledge of nonprofit operations and community-based service delivery.
- Experience with inventory management systems and operational reporting tools.
- Understanding of food safety requirements, warehouse operations, and supply chain logistics.
- Strong organizational, analytical, and problem-solving abilities.
- Excellent verbal, written, and interpersonal communication skills.
- Ability to manage multiple priorities and meet deadlines in a fast-paced environment.
- Proficiency with Microsoft Office, database systems, and nonprofit management software.

Supervisory Responsibilities: None

Compensation: We offer a competitive salary in the range of \$75,000 – 80,000 based on experience.

Benefits: Our benefits package includes healthcare, life and long-term disability insurance, and supplemental insurance options. We pride ourselves on offering competitive compensation and benefits for full-time employees, including generous paid time off along with 8 paid holidays. We offer:

- 2 benefit options and pay either 100% or 90% of the premiums for medical, dental and vision. Eligibility begins the first day of the month after 30 days of hire.
- 403(b) pretax elective deferrals following the first full pay period after their hire date with a matching contribution – for every \$2.00 an employee contributes to their 403B plan, NFCC contributes an additional \$2.00 up to 4% of your annual compensation.

If this sounds like the role for you, we'd love to meet you! Please submit your resume to jobs@nfcchelp.org.

Education and Experience: Bachelor's degree in Business Administration, Nonprofit Management, Public Administration, Operations Management, Supply Chain Management, or a related field required. Master's degree preferred.

Experience:

- Minimum of five years of progressive management experience in operations, nonprofit administration, logistics, retail operations, social services, food banking, or a related field.
- Demonstrated success in process improvement, policy development, and organizational leadership.
- Experience overseeing inventory management, warehouse operations, supply chain logistics, or distribution systems preferred.

Job Competencies:

- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.
- **Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Judgement** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Physical Demands and Work Environment: Work is performed indoors in an office setting sitting in front of a computer 80% of the time. Must be able to lift, push, or pull up to 10lbs.

EEO Statement: NFCC is an Equal Opportunity Employer, NFCC does not discriminate based on race, religion, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disabilities,

national origin, veteran status, or any other basis protected by the law. All employment is decided based on qualifications, merit, and business needs.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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NFCC is a 501(c) 3 nonprofit organization whose mission is to help ease hardship & foster financial stability in our community.