

## **Job Description: Director of Operations**

### **Main Tasks:**

The Director of Operations manages the operations necessary to ensure that FoodShare achieves its objectives. This role also contributes to organizational effectiveness, a culture of entrepreneurship and innovation by providing strategic leadership of FoodShare's facility, social enterprise portfolio, kitchen operations, volunteers and IT.

The Director of Operations is a key member of the Senior Leadership Team.

### **Duties (include but are not limited to):**

- Managing the operational systems, processes (i.e purchasing, sales, reporting, record keeping etc..) and policies in alignment with the organizational mission and values
- Driving impact, excellence, efficiency and strategic growth by managing all aspects of FoodShare's social enterprise portfolio
- Development and implementation of protocols and procedures for recruiting, managing and retaining volunteers
- Work with the Executive Director to oversee the Human Resources Program
- Develop and manage an in-house system to track balances of vacation, sick leave and other types of leaves
- Utilize financial data to make recommendations on improving impact and efficiency
- Monitor adherence to rules, regulations and policies
- Develop, implement and manage strategic and operational plans for operational activity.
- Ongoing risk management assessment and reporting
- Review and make recommendations on organizational contracts
- Ensure health and Safety committee meetings are held and tasks assigned
- Provide oversight and management of the facility and assets (i.e. vehicles)
- Make recommendations in regards to FoodShare's investments
- Develop proposals as required
- Animate staff and volunteer training for important facility procedures
- Monitor, manage and improve the efficiency of support services such as IT

- Develop and support initiatives that contribute to long-term operational excellence
- Conduct and oversee performance development of staff, recommending training and skills building opportunities in alignment with FoodShare's HR policies.
- Facilitate training for staff, interns and volunteers as required
- Work with the Program Director to support ongoing evaluation of programs and social enterprise activities
- Other duties as may be assigned

**Reports to:** Executive Director  
**Salary:** \$70,000 plus benefits

**Date of Last Review of the Job Description:** July 5, 2017

Please send applications to Human Resources [hr@foodshare.net](mailto:hr@foodshare.net) by Friday, July 21st at 5pm.

If you feel you need accommodation because of illness or disability, please do not hesitate to contact Human Resources at 647-770-7602 or 416-363-6441 ext. 272 or by email – [patience@foodshare.net](mailto:patience@foodshare.net) at your earliest convenience. You will also be briefed on FoodShare's policies regarding accommodation and the Accessibility for Ontarians with Disabilities Act (AODA).

FoodShare is an equal opportunity employer committed to diversity and inclusion. We are pleased to consider all qualified applicants for employment without regard to race, color, religion, sex, sexual orientation, gender, national origin, age, disability, protected veterans status or any other legally protected grounds.

**Director of Operations:  
Required Qualifications, Knowledge and Experience**

- Degree in Business Administration, Social Enterprise, Commerce or related discipline (post-graduate education or multiple degrees considered an asset) or the equivalent combination of education and work experience
- 5 + years of experience in a related senior management role
- Commitment to principles of food justice
- Integrity, positive attitude, mission-driven, and self-directed with demonstrated passion for FoodShare's mission and commitment to working collaboratively
- Solid background as an entrepreneur and familiarity in managing investment for not for profit initiatives
- Demonstrated entrepreneurial innovation
- Experience with facility management and lease negotiation
- Budget Development and oversight experience
- Knowledge of labour standards
- Knowledge of government contract management and knowledge and experience in organizational effectiveness and operations management implementing best practices
- Established track record of success in business or the non-profit sector
- Experience in building and effectively managing high-performing teams
- Tech savvy
- Valid Driver's License is an asset
- Experience with risk assessment and mitigation
- Experience with evaluation
- Strong ability to think strategically, critically and to problem solve
- Advanced communication skills, both verbal and written, in English