



MEETING OUR COMMUNITY'S NEEDS
NEIGHBOR TO NEIGHBOR

People's Resource Center Job Posting – Director of Food Operations

POSITION OVERVIEW

PRC is hiring a Director of Food Operations to develop, manage, and implement strategies focused on coordination and delivery of food services that respond to clients' needs, program goals and is consistent with PRC mission, vision and values. Food Pantry Services include services provided at Wheaton Food Pantry, Westmont Food Pantry, home delivery service, partner sites, and nutritional outreach services.

PRC's food services program served over 4000 households and provided over 53,000 food boxes in FY 2022. Many of those households utilize PRC's food pantries multiple times throughout the year.

The Director of Food Operations is responsible for managing a program expense budget of just over \$2,000,000 and donated goods valued at over \$8,600,000. The Director will supervise seven (7) employees and overall program staffing includes over 1000 volunteers.

This position reports to the Vice President of Programs and will have an office in PRC's Westmont location. The position is expected to travel to the Wheaton location, partner sites, and throughout the community as needed. Candidate must have a valid Illinois driver's license and access to a vehicle, as well as obtain a Class C license within the first six (6) months of employment.

PRC offers a generous compensation and benefits package to our full time employees, including:

- Medical Insurance – HMO and PPO (80% employer paid)
- Dental Insurance – PPO (80% employer paid)
- Flexible Spending Account participation
- Short Term Disability (100% employer paid)
- Life Insurance (100% employer paid)
- SIMPLE IRA retirement plan & company match
- 23 days of Paid Time Off (PTO)
- 12 paid holidays

ESSENTIAL FUNCTIONS

A. Operations Leadership

1. Establish, implement and monitor services, goals, objectives and budgets for food services and related programming
2. Participate in and support implementation of PRC strategic goals
3. Lead and manage food acquisition and logistics, pantry equipment maintenance, and fleet operations
4. Ensure the necessary food/non-food items are available at all of PRC's food distribution sites, within budget and consistent with overall food sourcing goals
5. Identify and implement innovative food sourcing strategies to obtain new in-kind food donors, steward existing donors, and collaborate with the Development team to facilitate a seamless relationship for in-kind food and monetary donors.
6. Serve as thought partner to the CEO and the Leadership Team on areas related to food/non-food acquisition, and pantry operations
7. Collect, organize, and analyze data regarding the operational performance of food services. Prepare and present reports to the organizational Leadership Team
8. Work closely with Director of Social Services to continuously identify improvements to the client registration process and client data management
9. Develop continuous improvement strategies to meet and improve the overall food service goals and operations to ensure that service is meeting client needs and is provided in the most efficient way possible

10. Manage food operations budgets and purchasing requests and participate in annual budget and objectives setting process
11. Plan, organize and implement service evaluation and other measurement tools that ensure service effectiveness
12. Ensure effective and regular communication across sites and teams (staff and volunteers) to maintain consistency of service delivery and overall operations
13. Establish, maintain and analyze accurate and relevant program statistics including service statistics and volunteer data
14. Stay current with trends regarding hunger needs in DuPage County and best practices in the emergency food system

B. Community Relationships

1. In coordination with an overall strategy led by the Vice President of Advancement and Chief Executive Officer, develop and sustain successful long-term relationships with identified community leaders and service providers who support PRC's visibility and effectiveness in the community
2. Build and maintain strong relationships with vendors, retailers, and other community partners that directly support food services including but not limited to serving as primary liaison with Northern Illinois Food Bank and participating on The DuPage Community Hunger Network
3. Represent PRC by attending and participating in community meetings and events as requested
4. Participate in identifying potential strategic community partners based on PRC's overall strategic priorities

C. Supervision

1. Directly supervise food operations employees and indirectly supervise food operations volunteers
2. Responsible for overall program staffing and personnel issues including scheduling, supervising, training, development, appreciation, recognition, and evaluation

Other Functions

- Provide backup for food operations employees as needed
- Provide direct service to clients, as needed
- Other duties as assigned
- Ability to drive PRC-owned and personal vehicle as needed

ESSENTIAL SKILLS, KNOWLEDGE, AND ABILITIES REQUIRED

1. Skills/knowledge

- Commitment to PRC's mission, values, and community focus
- Enjoys working in a social service, nonprofit organization and with clients
- Demonstrated commitment to collaborative work
- Ability to effectively promote and represent PRC to other organizations
- Ability to work independently, with a team, and with a diverse group of individuals
- Demonstrated ability to work effectively with and supervise employees and volunteers
- Demonstrated ability in public speaking, written and oral communication, and interpersonal relations
- Must demonstrate professionalism, flexibility, good judgment and commitment to teamwork
- Demonstrated ability to work with linguistically and culturally diverse client populations
- Ability to manage multiple projects simultaneously
- Ability to exercise professional judgment to resolve complex problems
- Ability to maintain a high level of confidentiality
- Able to compile, analyze and evaluate, and report on data
- Excellent customer service skills
- Willingness to work some evenings and weekends
- Computer proficiency required in MS Office, Outlook, Internet search engines, Google Apps and familiarity with databases

2. Experience/education

- Bachelor's degree required
- 7 years of operations management experience required
- 5 years of supervisory experience required
- Experience creating and managing a budget required
- Class C license or ability to obtain Class C within 6 months of employment

APPLICATION PROCESS

**To apply, please send your resume, cover letter, and salary expectations to
resumes@peoplesrc.org**

Applications will be accepted until the position is filled.

No phone calls, no faxes please.

People's Resource Center is an Equal Opportunity Employer.

www.peoplesrc.org