



*Our vision is a Manitoba where no one goes hungry. We operate the largest community food network in the province to alleviate hunger, promote access to nutritious foods, and help support healthier living for Manitobans in need. Join our Crew and help us nourish our communities.*

## **Director of Operations**

### **Full-Time, Permanent**

As a key member of the Operations team, you will play a central role in shaping our future success. We're seeking a dedicated **Full-Time Permanent Director of Operations** that will work well with our team. The **Director of Operations** oversees the collection, production, and distribution of food to 300+ agencies across Manitoba. Working with a team of Managers and dedicated CREW members, this position ensures the day-to-day operational needs; pick up of food from over 100 retail stores, delivery of hampers to over 200+ agencies across the city and rural Manitoba and ensuring food is available, stored and distributed through a logistics team, warehouse staff and volunteers. In concert with the collecting, sorting and distribution of food, the Director of Operations oversees the health and safety of the 100,000 sq ft. facility, home of Harvest. To achieve this goal, the Director of Operations will ensure an operational plan is in place, regularly evaluated and making changes as necessary to ensure organizational objectives are met. All while balancing the unique and special culture of Harvest.

#### ***What you'll do:***

- Establishes quantitative and qualitative metrics, guidelines, and standards by which the Organization's efficiency and effectiveness can be evaluated; identifies opportunities for improvement.
- Reviews, analyzes, and evaluates business procedures.
- Provide day-to-day leadership and management that incorporates both the core values of Harvest and supports organizational growth strategies.
- Ensures the facility is well always maintained and safe
- Ensure Harvest dispatch services and vehicle usage is optimized for efficiency and donor/client satisfaction.
- Leads external partners to help integrate new processes and technology
- Contribute operations information and recommendations to strategic plans and reviews; prepare and complete action plans; implement production, productivity, quality, and customer-service standards; resolve problems; complete audits; identify trends.
- Forecast requirements; schedule expenditures; analyze variances; initiating corrective actions.
- Implements policies and procedures that will improve day-to-day operations.
- Maintain safe and healthy work environment by establishing, following, and enforcing standards and procedures, complying with legal regulations.
- Plans, directs, controls, implements, evaluates, monitors, and forecasts budgets and cost of operations in each team to achieve organizational objectives.
- Communicates and explains new directives, policies, or procedures to managers; for major changes, meets with entire operations staff to explain changes, answer questions, and maintain morale.
- Improves customer service and satisfaction through policy and procedural changes.
- Projects a positive image of the organization to employees, customers, industry, and community.

- Performs other related duties as assigned.

**Reporting to:** CEO

**About You:**

- Seven years' experience in a leadership role.
- Post-Secondary education/Bachelor's Degree in Business Administration, Warehouse Management or related discipline.
- Familiar with LEAN/ Continuous Improvement concepts
- Strong people skills, including managing a robust team of staff and volunteers
- Proven ability to lead shift-based staff
- Proficient operational and financial acumen.
- Excellent organizational skills and attention to detail.
- Excellent analytical, decision-making, and problem-solving skills.
- Ability to communicate effectively through presentations, emails, one-on-one, and team discussion.
- Analytical skills including spreadsheet and database skills.
- Ability to organize, influence and motivate volunteers and employees toward action.
- Collaborative with an understanding of the needs of partner agencies, CREW and volunteer groups.
- Ability to envision a future state and develop tangible goals to achieve said state.
- A strong team focus and interest in supporting the organization and its CREW.
- Ability to pass a criminal background check and child abuse registry check.
- Valid clean class 5 driver's license.

***Evening and weekend shifts will be required as business levels dictate.***

**Application Instructions:**

*To apply, send an email with your cover letter, stating salary expectations, and résumé to [HR@harvestmanitoba.ca](mailto:HR@harvestmanitoba.ca)*

To learn more about this opportunity, visit: <https://www.harvestmanitoba.ca/about-us/join-our-crew/>

*We thank all candidates for their interest, however only those with the required qualifications will be contacted. Thank you for your interest in Harvest Manitoba.*

Harvest Manitoba is an equal opportunity employer and is committed to equity, diversity & accessibility in the workplace.