



Job Position: Operations Manager

Position Description:

- Responsible for the improvement of Meal delivery services, staff performance, and exceptional customer service.
- Trustworthy and serves as an information channel for the CEO.
- Follows Company values and works closely with our CEO towards business progression.

Role and Responsibilities:

- Supervising and scheduling of dietary aides, food prep staff, delivery drivers and interns.
- Maintaining confidentiality between agencies, customers and staff.
- Regular Research of Child care programs, food prep routines and child food patterns.
- Food prep/delivery if needed.
- Management of Safety and sanitation operations.
- Responding to customer calls/messages/emails promptly using excellent customer service.
- Attendance in meetings with staff, potential customers, community partners and donors.
- Assisting in hiring, training and supervising staff on safety, health, sanitation, company routines and policies.
- Regular Communication with CEO concerning operations progress, concerns, updates, and so on.
- Office duties including filing, printing, mailing, emailing, faxing info.
- Networking, Advocacy, and fund development.
- Lift at least 50lbs.

Education and Experience:

- Bachelor's degree.
- ServSafe Manager Certification.
- Good driver with clean record.
- Customer service 5+ years.
- 3+ years food prep/manufacturing or sales experience preferred.
- 4+ years of Management and training staff experience.

Skills:

- Problem solving, critical thinking and time management.
- Work well Independently or as a team.
- Must have good communication skills in person, or on the phone.
- Writing, Typing, Excel, Word, Social Media- Facebook, Instagram.