



Job Title: SENIOR DIRECTOR OF OPERATIONS

FLSA: Exempt

Full time: 40 hours/week.

Work Location: In-Person

Annual Salary Range: \$90,000 to 100,000

Benefits: Medical, Dental, Vision (with employer contribution), Flex, Life, 401k w/ match. Generous time-off & 11 paid holidays.

Supervisor: Chief Executive Officer

POSITION DESCRIPTION:

We are seeking a dynamic, strategic, and results-oriented Senior Director of Operations to lead and optimize the operational, logistical, and facilities functions of Mama's Kitchen. This role is integral to ensuring the smooth operation of our kitchen, distribution network, and physical spaces. The Senior Director will oversee supply chain, meal delivery, kitchen facilities, and safety standards, ensuring that all operations align with our mission and drive efficiency and effectiveness. This role requires a leader with a blend of operational expertise, facilities management experience, and strong, positive team leadership skills. This position requires you to be on-site.

Key Responsibilities:

Strategic Operations Management:

- Oversee operational functions including kitchen operations, distribution, inventory, and logistics.
- Develop and implement strategies to increase efficiency, reduce costs, and improve service delivery.
- Continuously assess operational systems and recommend enhancements to support the organization's growth and mission.
- Align operational goals with Mama's Kitchen's mission, vision, and values to ensure the highest standard of service.

Logistics and Supply Chain Management:

- Oversee the logistics of meal distribution, including procurement, inventory management, transportation, and meal delivery processes.

- Ensure timely, efficient, and accurate meal deliveries to clients, managing the fleet of delivery vehicles and both staff and volunteer drivers.
- Establish relationships with suppliers and vendors to negotiate pricing, manage supply levels, and ensure quality standards are met.
- Optimize delivery routes and processes to reduce costs, improve delivery times, and ensure food safety.

Facilities Management:

- Oversee the maintenance and operation of all physical facilities, including kitchen, storage areas, and office spaces.
- Manage facility needs related to space utilization, safety, sanitation, and equipment maintenance to ensure optimal operational functionality.
- Ensure compliance with local, state, and federal regulations concerning food safety, health standards, and facilities management.
- Lead any facility improvement projects, including renovations, expansions, or upgrades, coordinating with contractors and vendors as necessary.

Team Leadership and Development:

- Manage a team of operations, logistics, and facilities staff, fostering a culture of excellence, accountability, and collaboration.
- Provide coaching, training, and performance feedback to ensure that all staff members are aligned with organizational goals and operational best practices.
- Develop and implement strategies for team development and retention, ensuring the staff remains motivated and engaged.

Budgeting and Financial Oversight:

- Develop and manage the operations, logistics, and facilities budget, ensuring financial efficiency and cost control across all departments.
- Track and report on key operational, logistical, and facilities-related metrics, identifying opportunities for cost savings and improvements.

Compliance and Safety Standards:

- Ensure adherence to health, safety, and food safety regulations for both kitchen operations and facility management.

- Implement and enforce safety protocols across all areas of operation, including food handling, kitchen hygiene, and delivery logistics.
- Ensure all facilities are maintained to the highest safety standards, conducting regular inspections and addressing issues as they arise.

Collaboration and Cross-Functional Support:

- Work closely with other departments including Programs (i.e., Nutrition services, Client Services, and Strategic Initiatives), Development, Finance, and Administration to ensure operations, logistics, and facilities needs are met in support of organizational goals.
- Partner with the CEO to drive strategic planning, performance metrics, and organizational improvements related to areas of oversight.
- Represent operations, logistics, and facilities in internal and external meetings, advocating for continuous improvements in operational workflows.

Other duties as required.

QUALIFICATIONS:

Education:

- Bachelor's degree in Business Administration, Supply Chain Management, Operations Management, Facilities Management, or a related field. A Master's degree is a plus. (The equivalent experience may substitute for education)
- Relevant certifications in logistics, operations, or facilities management are highly desirable.
- Lean/Six Sigma certification or training is preferred.

Experience:

- Minimum 7-10 years of experience in operations, logistics, and facilities management, with at least 2 years in a senior leadership role.
- Proven track record in managing large-scale logistics, facilities, or production operations, ideally in a nonprofit or mission-driven environment.
- Experience in foodservice, healthcare, or community service operations is a plus.

Skills and Competencies:

- Strong leadership, management, and team-building skills with the ability to lead multiple departments.
- Expertise in budgeting, financial analysis, and operational reporting.
- In-depth knowledge of logistics, supply chain management, and facilities operations.

- Proven ability to manage facilities maintenance and upgrades while ensuring regulatory compliance.
- Strong problem-solving and decision-making capabilities, with a focus on continuous improvement.
- Excellent communication, negotiation, and interpersonal skills.

Personal Attributes:

- Passionate about Mama’s Kitchen’s mission.
- Flexible, proactive, and results oriented.
- Ability to thrive in a fast-paced, dynamic environment with a focus on compassion, efficiency and excellence.

Background Check: All employees are required to go through a yearly background check.

Vision Statement:

At Mama’s Kitchen, we envision a community where all individuals with critical illnesses are no longer vulnerable to malnutrition.

Mission Statement:

Mama’s Kitchen believes that everyone is entitled to the basic necessity of life – nutritious food. Our services improve the health and well-being of individuals and families vulnerable to malnutrition due to critical illness.

Mama’s Kitchen Core Values

Dignity and Respect: Focus on the individual is at the heart of everything we do at Mama’s Kitchen. Mama’s Kitchen fosters a community where mutual respect and dignity are preserved by promoting humanity, compassion and empathy towards our clients, donors, volunteers, and staff.

Reliability: Mama’s Kitchen is resourceful, efficient, and flexible. Our clients tell us that reliability is what sets Mama’s apart from other organizations.

Integrity: Guided by honesty, loyalty and a commitment to confidentiality, Mama’s Kitchen is responsive to the needs of all our clients, volunteers, donors, and staff. We pride ourselves in doing what we say we are going to do.

Diversity: Mama’s Kitchen is an all-inclusive family. We foster a welcoming environment and embrace all members of the community without judgment.

Team Work: Mutual effort and unity are the ingredients that allow our mission to succeed.

Equal Opportunity

Mama's Kitchen has a long-standing commitment to equal employment opportunity for all applicants for employment. Employment decisions including, but not limited to, those such as employee selection, performance evaluation, administration of benefits, working conditions, employee programs, transfers, position changes, training, disciplinary action, compensation, and separations are made without regard to race, color, religion (including religious dress and grooming), creed, national origin, nationality, citizenship status, domestic partnership status, ancestry, gender, affectional or sexual orientation, gender identity or expression, marital status, civil union status, family status, age, mental or physical disability (including AIDS or HIV-related status), atypical heredity cellular or blood trait of an individual, genetic information or refusal to submit to a genetic test or make available the results of a genetic test, military status, veteran status, or any other characteristic protected by applicable federal, state, or local laws.

Please send Resume and cover letter to jobs@mamaskitchen.org