



**Job Title:** ROUTING & DELIVERY COORDINATOR

**FLSA:** Non-Exempt

**Hourly range:** \$25.00 per hour plus mileage reimbursement at current IRS business rate.

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

**Supervisor:** Senior Director of Operations

**Position Description:** The Routing & Delivery Coordinator is a key member of Mama's Kitchen staff. Guided by the mission, vision, and core values of the organization, the Routing & Delivery Coordinator works collaboratively to support the operations department by supervising paid staff drivers, managing company vehicles, working with other departments on delivery logistics and routing, and managing/overseeing the delivery process of meals to our clients.

The Routing & Delivery Coordinator oversees ten part-time delivery drivers who are needed to fulfill vital functions of our day-to-day operations.

**Primary Responsibilities:**

1. **Delivery Operations Management:** Oversight of the delivery process and the staff required to accomplish the mission of delivering meals to our clients.
2. **Inter-Departmental Crossover:** Working within our operations department, the R&D coordinator will work closely with the volunteer engagement department and the client services department to ensure that clients are assigned to routes and receive their meal deliveries in accordance with policies and standards.
3. **Managing Staff:** This supervisory level position includes managing department personnel including part-time paid staff drivers. The R&D coordinator will assist the SDO in handling duties within their department including timesheet approval, supporting staff with timely submissions of mileage reimbursement forms, onboarding, training, new staff member orientation, annual performance reviews and other essential functions.
4. **Managing Company Owned Vehicles:** Working closely with the SDO and Facilities Coordinator to ensure that company vehicles are cared for and maintained properly. The R&D coordinator will be responsible for assigning the vehicles, making sure that they are gassed up, remain clean and that regular maintenance is performed on schedule.
5. **Delivery Route Oversight:** Partners with client services team to ensure delivery routes are scheduled and managed in the most efficient way for delivery drivers and clients' successful experience in the home-delivered meal program.
6. **Hands On Leadership:** Work will include working side-by-side with staff & volunteers and/or driving delivery routes as needed to accomplish the mission of the organization.
7. **Operational Reporting:** Creates, analyses, proactively communicates key operational, programmatic, and budget data across the leadership team.

**Other Duties:** As assigned by Supervisor.

**Required Skills –**

1. Experience in fulfillment and logistics.
2. Strong knowledge of delivery processes
3. Extensive interpersonal skills and organizational skills to effectively interact with people from diverse walks of life.
4. 2-years of supervisory experience (preferred) and collaboration with cross-functional teams
5. Proficiency with routing software (a plus)
6. Proficiency with email, text, phone apps mapping, and basic Microsoft Office knowledge (a must)
7. Ability to lift 50 lbs.
8. Must have a dependable car, a valid driver's license, and proof of car insurance.

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

**Vision Statement:**

We envision a community where all individuals with critical illnesses are no longer vulnerable to hunger.

**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](mailto:jobs@mamaskitchen.org)