



Job Title: Director of Operations

Rate of Pay: \$75,000-\$85,000

FLSA: Exempt

Supervisor: Senior Director of Operations

Position Description: The Director of Operations is responsible for overseeing staging, fulfillment, and facilities operations to ensure all organizational facilities and fleet assets are safe, functional, and compliant in support of medically tailored meal production and delivery. This role leads day-to-day operational execution across kitchen-adjacent staging, packaging, cold-chain integrity, and distribution infrastructure, while managing staff and volunteers.

This position is critical to maintaining operational readiness, food safety, risk mitigation, and continuous improvement across environments that directly impact organizational outcomes, volunteer engagement, and reliable service delivery.

Primary Responsibilities:

- Supervise, train, and support operations and staging staff in executing organizational goals, weekly/daily tasks established by the Senior Director of Operations (SDO)
- Support, lead, maintain a welcoming environment for volunteers and guests
- Foster a culture of safety, accountability, and continuous improvement
- Coordinate with SDO and internal departments to ensure operational needs are met and maintain facilities support programming
- Oversee routing and Operations Coordinator functions to ensure fleet operations, maintenance, and compliance
- Oversee staging and operations workflows to ensure timely, accurate execution of daily tasks
- Provide direct operational coverage for roles under supervision when vacancies, absences, or staffing gaps occur to ensure uninterrupted service delivery
- Maintain accurate inventory of facilities tools, equipment, and supplies
- Assist with inventory control and waste management
- Supervise team to meet production requirements regarding fulfillment quality and schedule
- Working knowledge of lean practices
- Experience with inventory management and operational systems
- Proficiency in MS Office/Excel, SharePoint, database management, and information systems

- Strong interpersonal and communication skills with the ability to work effectively with staff, volunteers, vendors, and clients

Required Qualifications & Skills Experience

- Proven experience in operations or logistics management
- Experience in nonprofit, culinary, hospitality, healthcare, or mission-driven environments strongly preferred
- Minimum of 4+ years of team management experience preferred

Technical Knowledge

- Working knowledge of Lean principles (e.g., waste reduction, flow optimization, standard work, and continuous improvement)
- Experience with inventory management and operational systems.
- Ability to support standardized work, visual management, and workload balancing.
- Proficiency in MS Office/Excel, SharePoint, database management, and information systems

Communication & Leadership

- Strong interpersonal and communication skills with the ability to work effectively with staff, volunteers, vendors, and clients.
- Demonstrated leadership skills with the ability to train, supervise, and motivate teams.

Please email your resume to jobs@mamaskitchen.org

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