



POSITION: Operations Manager

JOB DESCRIPTION:

As a member of the Executive Director's administrative team, the Operations Manager is responsible for ensuring all operations are handled in an appropriate, cost-effective way to meet the needs of our clients and support our mission.

The Operations Manager will plan, direct, or coordinate operations, by implementing the right processes and procedures, overseeing multiple departments, managing daily operations, and ensuring a focus on future needs. The Manager will mentor and lead a team of employees and volunteers.

JOB DUTIES & RESPONSIBILITIES:

- Looks for methods to improve quality, efficiency and productivity, reduce costs, increase services and improve control measures.
- Works collaboratively to develop and/or improve systems, processes, controls and procedures that improve the overall efficiency of the organization.
- Provides timely, accurate and complete reports on operating conditions.
- Improve operational systems, processes and best practices.
- Purchase materials, plan inventory and oversee warehouse efficiency.
- Ensure all operational processes remain legally and financially compliant.
- Participate with the Executive Director and Administrative Team to formulate strategic and operational objectives.
- Understand the financial data and the impact operations has on overall profitability.
- Manage the approved budget for the departments and present the data monthly.
- Perform quality controls and monitor production KPIs
- Collaborate with the management team to develop and implement plans for the operational infrastructure of systems, processes, and personnel designed to accommodate the rapid growth objectives of our organization.
- Demonstrate a willingness to take on new tasks with a general attitude that no task is too small, impossible, or cannot be improved.
- Participate in training and staff development, as related to the position.
- Recognize the inherent dignity of each client/participant served and preserve his/her right to confidentiality and respect.
- As needed, fill in as Logistics relief for home delivered meal service: driving and delivering meals, packing side food items, washing fleet vehicle, creating meal orders, pack sheets, and route sheets, adding clients to routes, and receiving/storing weekly food deliveries.
- Properly onboard new hires, maintain personnel and LEIE screening for employee files, and work with terminating employees to collect all organization belongings including but not limited to keys, badges, uniform shirts, etc.
- Bi-weekly payroll processing
- Review and present Financial Reports
- Manage outsourced vendors and systems, to include, but not limited to: Information Technology, PEO, and Financials
- Other duties when needs arises.

QUALIFICATIONS:

- Bachelor's degree
- Minimum 5 years of experience in an operational management position
- Strong communication, organizational and leadership skills
- Excellent interpersonal skills with demonstrated emotional intelligence.
- Professional yet approachable
- Excellent organizational skills with the ability to plan and organize multiple tasks, handle detailed work, and meet deadlines.
- Comfortable working with and addressing culturally and ethnically diverse staff, volunteers, and senior adults.

PHYSICAL & COGNITIVE DEMANDS

This position is in an office environment and may occasionally require outside of office work. It requires seeing, hearing, sitting and walking on a daily basis. It may require bending and lifting 25 pounds on an infrequent basis.

ABOUT MEALS ON WHEELS NORTH CENTRAL TEXAS

Meals on Wheels North Central Texas is a community-based organization focused on helping homebound elderly and disabled persons remain independent and healthy in their homes by providing nourishing meals, a friendly visit, and a wellness check.

We are an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.