



## Chief Operating Officer Position Description

<b>Department:</b>	<b>Executive</b>
<b>Reports To:</b>	<b>Chief Executive Officer</b>
<b>FLSA Status:</b>	<b>Exempt</b>

**General Responsibilities:** The Chief Operating Officer (COO) is responsible for the daily administration and management of the organization's internal operations. The COO develops and implements strategies to improve efficient management of food bank operations, including inventory controls, food procurement, food storage and delivery with a goal of stewarding resources and supporting the public perception of Hunger Task Force as Wisconsin's leading anti-hunger organization. The COO also directly manages sub-departments and organizational functions of the Farm, Information Technology, Human Resources, and support staff. As a leading internal executive, the COO effectively maintains routine compliance with established policies, procedures, and best practices, as well as agency values.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

### **Strategic and Organizational Development:**

- Build, inspire, and guide a high-performing team of professionals committed to Hunger Task Force mission and values.
- Demonstrate in-depth knowledge of all departmental functions, offering constant monitoring, evaluation, and adjustments to program operations, staffing patterns and resource utilization to meet overall strategic goals of Hunger Task Force.
- Analyze and evaluate activities, expenses, operations, and projections to proactively influence the ongoing success of Hunger Task Force.
- Evaluate the metrics and outcomes of each operational domain, including actions that directly impact organizational success and opportunity/risk or liability, and systematically confer with the CEO, CFO and CSO.
- Oversee Farm and Operations budgets assuring timely expenditures, appropriate controls, and equity of investments. Provide forecasting for budgets.
- Direct all warehousing and food distribution operations to assure Hunger Task Force Standards of Excellence are upheld.
- Organize and lead interdepartmental teams, committees, and task forces to ensure consistent communication, workflow, and outcomes.
- Oversee inventory management, food procurement.
- Serve as Lead Safety Officer for Hunger Task Force. Interpret policy and law to assure compliance within the workplace.

- Proactively management facilities maintenance and fleet assuring that all buildings, grounds, equipment, and vehicles are maintained in top condition.
- In collaboration with the CSO, monitor adherence to all operational aspects of grants management and donor communications outlined in grant agreements.
- Ensure compliance with local, state, and federal regulatory agencies.
- Ensure that volunteers, guests, donors, and community representatives are effectively greeted /supported/recognized during calls or visits to the agency.
- Cultivate and sustain relationships with key supporters to fund operational processes and capital requirements.
- Respect equity, diversity and inclusion with staff, volunteers, and donors.
- Represent Hunger Task Force in community projects, special events and attend meetings and committees as assigned.

### **Skills/Abilities**

- Excellent managerial and analytical skills and the ability to take leadership over any business operations area.
- Strong communication skills, particularly the ability to communicate as a leader.
- Thorough understanding of management and financial practices in all areas and phases of business operations.
- Expertise in operational logistics including fleet and facility management.
- Strong knowledge of Human Resources & Information Technology administration.

### **Supervisory Responsibilities**

The COO Directs and Manages staff within Food Bank Operations, The Farm, Information Technology, Human Resources and Front Desk.

### **Education and/or Experience**

Master's Degree preferred. Extensive professional experience in leadership roles. 5+ years' experience in a similar role required.

### **Total Compensation**

- Benefits include 100% employer-sponsored family healthcare, generous PTO, paid Holidays, employer matched 401K, dental & vision, life insurance, disability insurance
- Salary Range for this position is \$106,600 – \$153,400

Interested applicants should email a resume and cover letter to [matt.king@hungertaskforce.org](mailto:matt.king@hungertaskforce.org)

**Hunger Task Force is an equal opportunity provider and employer.**