

**Gleaners Community Food Bank of SE MI**  
**Job Description**

**Job Title:** Director Operations Process Enhancement and Engagement  
**Reports To:** Chief Operating Officer  
**FLSA Status:** Exempt  
**Department:** Operations  
**Last Update:** January 2022

Reporting to the Chief Operating Officer, the Director Operations Process Enhancement and Engagement supports Operations leadership in developing a disciplined, effective, collaborative and outcomes-oriented culture and operating environment. This newly created role will be responsible for the delivery of process innovation and continuous improvement initiatives in the operations area of the food bank. The Director of Process Enhancement and Engagement will play a key role in facilitating team engagement and cohesion while fostering a culture of accountability, continuous improvement and disciplined execution.

**Essential Duties and Responsibilities**

- Develop and oversee an internal operations team communications structure to facilitate team engagement and cohesion
- Work with all members of the operations team to understand concerns or challenges related to that individual's scope of responsibility; collaborate with team members to work toward problem resolution of operational issues or road blocks
- Advise the Operations leadership on team feedback and assessed priorities, opportunities and challenges
- Support Operations leadership to strengthen collaboration across departments and cross-functionally within Gleaners, serving as a key partner, mentor, relationship-builder and leader within Operations
- Ensure key operational processes are documented, with appropriate visualization to support robust execution
- Evaluate work tools, reports and formats to ensure they support robust operational execution
- Lead Operations leadership and team members to assess and improve process efficiency and effectiveness
- Develop an internal set of operational performance metrics that will resonate with team members (engagement) and highlight disciplined execution (doing it right every time) that is efficient and effective (best outcome for the resource investment)
- Champion the use of data to drive operational decisions; mentor Operations leaders use of data for decision making
- Work with Operations Leadership team to ensure Operations resourcing is efficiently and effectively balanced across departments

**Scope of Position**

- Budgetary Responsibility: Moderate
- Personnel Responsibility: None
- Access to Confidential Info: High
- Supervisory responsibility: Low
- Customer Contact: Moderate
- Donors: Moderate
- Volunteers: High
- Partner Agencies: High
- Outside Vendors: Moderate

## **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

## **Education/Experience**

- Bachelor's degree in related field required, with minimum 5-8 years managerial experience in building and leading high-performing teams
- Mature, experienced professional with proven experience in coaching lean principles, employee development and building trusted relationships
- Prior implementation experience in lean manufacturing concepts (5S, Kanban, value stream mapping, kaizen) required
- Demonstrated experience working with hourly employees in a warehouse environment required
- Demonstrated success bringing teams together by engaging with them in a warehouse environment
- Proven record of effectively leading change initiatives
- Excellent written and verbal communication skills
- Ability to accurately assess situations and recommend effective courses of action
- Ability to communicate effectively with tact and diplomacy, both orally and in writing, effectively working across organizational levels
- A flexible work attitude and a calm manner, able to function effectively under pressure
- Ability to proactively identify challenges and develop creative solutions in close collaboration with key stakeholders
- Excellent judgment, tact, initiative, creativity, critical thinking, problem solving, organizational skills, and self-motivation
- Ability to work with diverse populations
- Passion for the mission of Gleaners

## **Language Ability**

Excellent verbal and written communication skills are required. Strong interpersonal skills with wide range of constituents, across organizational levels, are required.

## **Math Ability**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

## **Reasoning Ability**

Ability to understand and carry out instructions furnished in written, oral, or diagram form.

## **Work Environment:**

The standard work environment is distribution facility setting with fluorescent lighting. There is also a significant amount of time spent exposed to outdoor environment with varying temperatures. The noise level in the work environment is usually moderate.