

# Eat Greater Des Moines

## Job Description – Operations Coordinator

**Title:** Operations Coordinator

**FLSA Status:** Full-time, Exempt

**Reports To:** Executive Director

**Salary:** (\$40,000 - \$42,500 depending on experience)

Eat Greater Des Moines is a central Iowa-based non-profit organization that facilitates and builds connections to strengthen the area's food system. Our mission is to unite the community by providing quality food access for all. We build community through food. By bringing people to the table, we empower partners in our community to connect, support one another, and move ideas into action through information sharing, building relationships, and providing education on the most urgent issues related to food in our community.

### **BASIC FUNCTION:**

The Operations Coordinator assumes responsibility for managing the day to day details for Eat Greater Des Moines' food programs, including the ChowBank food rescue app. This includes building and maintaining trusting relationships with food rescue recipient partner organizations, donor organizations, and program partners.

### **Specific skills and competencies we believe makes you a great fit:**

- Service-driven, collaborative, and have a spirit of doing what it takes to get the job done;
- Thoughtful and resourceful, with demonstrated ability to take initiative and follow through;
- Exemplary organizational/project management, communication, and problem-solving skills with the ability to respond to rapidly changing priorities
- Strong written and oral communication skills;
- Exemplary interpersonal skills, high self-awareness, and strong and sound judgment
- Flexible, with a growth mindset, and adaptable to adjusting in both day-to-day and larger-scale activities based on new information and situations;
- Comfort with working under pressure and tight deadlines in a fast-paced environment;
- Able to make decisions with the information available and know when to ask for help;
- Excellent computer skills and mastery of Microsoft Office Suite, and familiarity with office productivity tools like Asana, Google Docs, Zoom, etc.;
- Committed to advancing equity, diversity, and inclusion in the workplace;
- Ability to travel up to 20% of time. Occasional night and weekend work required

### **DUTIES & RESPONSIBILITIES:**

#### **Food Rescue Operations**

- Ability to speak publicly, train, and engage small to large groups of donors on program guidelines, new initiatives
- Conduct food safety training for partners and ensure food safety compliance among all parties within the program

- Maintain regular contact and develop ongoing relationships with recipient, donor and community partners
- Quickly and constructively address compliance issues and enforce quality assurance
- Research, prospect, and cultivate new potential donor and recipient partners
- Develop and implement marketing and communication to promote the program
- Support fundraising necessary to fund the position and program

### **Reporting & Record Keeping**

- Utilize donor database and other computerized tracking systems on a regular basis to ensure accurate data and route management
- Ensures that data from recipient partners is collected on a regular basis
- Generate statistical reports to analyze food donation trends, communicate poundage goals to donors, and evaluate transportation and partner agency capacity

### **Planning & Evaluation**

- Assists with developing long- and short-range goals and objectives for program, and specific plans for volunteer recruitment
- Conducts public relations and recruitment strategies and activities
- Evaluates program accomplishments, problems, and needs

### **Community Collaboration**

- Works with colleagues and with other public, private and non-profit partners to review program-related procedures, develops cooperative relationships, and resolves systemic challenges
- Identifies and keeps informed about available resources and opportunities pertinent to Eat Greater Des Moines' mission and goals
- Maintains a flexible schedule for early mornings, evenings, and weekends as necessary for trainings, events, and position needs

### **Other duties as assigned**

Please mail or email a resume and a cover letter describing your qualifications, interest in the position, in confidence to:

Eat Greater Des Moines  
 Attn: Executive Director  
 501 SW 7<sup>th</sup> Street, Suite G2  
 Email: [aalvarez@eatgreaterdesmoines.org](mailto:aalvarez@eatgreaterdesmoines.org)

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