



POSITION PROFILE

Director of Operations

2023

This search is managed in partnership with Summit Search Solutions, Inc.



ABOUT BOUNTY & SOUL

A comm**UNITY**-based non-profit providing access to fresh produce and wellness education for everyone.

Bounty & Soul is an innovative grassroots community-based organization working to advance food and health equity by giving everyone a fair opportunity to eat well, be healthy, and thrive by providing consistent access to nourishing food, health & well-being education, and a supportive community. The culture is an energetic, passionate, and committed team made up of a small but mighty staff, more than 400 volunteers, 100+ community partners and key stakeholders who are dedicated to advancing its mission.

Bounty & Soul actively supports the community within the following channels:

FOOD. Produce to the People provides equitable access to nutritious, culturally relevant food through weekly community markets. Together, three times a week, Bounty & Soul provides cooking demos and kids activities, shares local foods from local farms, provides fresh produce and other healthy staples, and creates a healthy experience of community connection.

FARMS. The Farmers Alliance program is committed to developing a supportive and reciprocal relationship between Bounty & Soul and local farmers and growers while connecting the community to local produce and gardening education. Partnering with over 72 local farms, community gardens, and home gardens in Buncombe and surrounding counties in North Carolina to provide local foods at its Produce to the People markets.

HEALTH. Rooted in Health supports Bounty & Soul's belief that access to culturally relevant and community-focused education & wellness resources is something that every individual and community should have the opportunity for.

At its markets and online, Bounty & Soul provides nutrition information, cooking demonstrations, and education on food preservation, gardening, sustainability, self-care + stress relief, and other community-wellness resources in the form of classes, resources and written materials (in English & in Spanish).

MISSION

Together, we connect, share, and celebrate nutritious food, education, and community.

VISION

Creating communities where everyone has the right and opportunity to eat well, be nourished, and thrive.



Volunteers are the heartbeat of Bounty & Soul. It couldn't operate without their service, dedication, and commitment. Every week volunteers donate their time and talents to improving the health and well-being of their fellow community members. With over 350 active volunteers, they are responsible for loading and unloading trucks, displaying the bounty of food, helping participants select their food, assisting with educating on healthy ways to prepare the food, and offering a hug or kind word to another.

BOUNTY & SOUL'S COMMITMENT TO DIVERSITY AND INCLUSION

The heart of Bounty & Soul's mission recognizes and celebrates diversity, inclusion, social justice, and community-led solutions to inequities. Bounty & Soul believes that to fully embrace diversity and inclusion, everyone must feel seen, heard, respected and valued. Within our team, we strive to nurture a culture where inclusion and diversity are a reflex, not an initiative--one that unifies us in a shared sense of celebration, care, respect, passion, and commitment to social and environmental responsibilities. In that spirit, we center community in all decision-making and carry out our mission in accord with community desires.





ABOUT THE POSITION

The Director of Operations provides day-to-day leadership of programs and personnel, ensuring that the organization's standards, procedures, and mission objectives are fulfilled. This role has direct oversight of the organization's programs, operations, community engagement, and program evaluation efforts. All roles and activities are conducted through a lens of equity, inclusion and belonging according to the intent set forth above. The Director of Operations executes the strategic plan with Executive and Deputy Directors' oversight. Together they ensure that operations move efficiently and effectively both within and between programs. The Director of Operations leads by example while creating and maintaining a positive, collaborative, and inclusive work culture.

DUTIES AND RESPONSIBILITIES

Operations

Oversees all aspects of the organization's day-to-day operations in partnership with the executive staff, program staff, volunteers and participants.

- Oversee and manage Operations staff: hiring, orientation, training, scheduling and development.
- Evaluate needs of operation and staff capacity/schedules. Identify gaps and strategize and execute solutions.
- Manage and evaluate work plans, objectives and goals, ensuring the operation is running effectively, efficiently, safely and collaboratively in accordance with Bounty & Soul standard processes, policies and procedures.
- Ensure that all facilities are sanitary, orderly, and well-maintained.
- Ensure that all vehicles are well maintained.
- Document the upkeep and maintenance of Bounty & Soul facilities, distribution sites, company vehicles, and equipment.
- Manage the operational budget with oversight from the Deputy Director.
- Manage short-term and long-term operational strategies.
- Oversee the data collection, reporting and record-keeping requirements of operations, ensuring accuracy, timeliness and completion.
- Build, cultivate and manage strategic and operational partnerships.
- Provide regular operations updates to the Deputy Director.
- Perform additional duties as needed or assigned by the Executive and Deputy Directors.

Programs

Oversees the development, implementation and evaluation of all Bounty & Soul programs and services that ensure the fulfillment of its mission and that they are aligned with the strategic plan. This department includes: the Director of Community Engagement, Drivers/Community Liaisons, the Food Sourcing and Distribution Manager, the Rooted in Health™ Manager and Associates, the Bounty & Soul Kids Coordinator, and the Farmers Alliance™ Manager and Associates. Also includes contract employees at the program level.

- Foster a respectful, cohesive, collaborative organizational culture.
- Manage program staff hiring, orientation, training and development in coordination with the Deputy Director.
- Manage and evaluate yearly program staff work plans, objectives and goals in coordination with the Deputy Director.
- Oversee program staff's efficiency, effectiveness and capacity. Create solutions for gaps.
- Oversee program development and implementation in collaboration with staff and community input.
- Ensure program fidelity with founding vision and mission.
- Co-create and manage new, innovative initiatives & program opportunities.
- Build and maintain strategic and operational partnerships and collaborations.
- Develop and oversee programs budget according to fiscal policy and sound business practices.
- Make purchases, and assist with management of procurement and resource allocation.
- Provide regular updates to the Deputy Director, reporting on issues of capacity; logistics; budgets; programmatic changes, needs and evolution; and program evaluation metrics.
- Speak in community gatherings, conduct tours, and represent the organization to the public when asked.

Community Engagement

Collaborates with multidisciplinary organizations to understand and address root cause issues of food and nutrition insecurity, and poverty in the greater Western North Carolina area with the goal of promoting equity and supporting the health and well-being of local residents.

- Represent, support and share the philosophy of Bounty & Soul's mission, vision and values in appropriate community groups and venues.
- Build positive and effective relationships outside the organization.
- Build and sustain relationships with other community-based organizations that support the needs and desires of participants.
- Engage community members in identification of desires and solution finding, and elevate their priorities.
- Facilitate and/or participate in relevant cohorts, collaboratives, coalitions, and cross-sector initiatives.

Research/Evaluation

Ensures that Bounty & Soul's monitoring and evaluation activities are executed with fidelity to programs, with the goal of identifying promising, evidence-based strategies that promote health and nutrition equity.

- Perform the collection, analysis, documentation, and interpretation of programmatic information using results based accountability and other evidence-based metrics.
- Support the communication of Bounty & Soul's evaluation efforts across a wide-range of audiences.

DESIRED QUALIFICATIONS

- Proven experience as Director of Operations or Program Manager or equivalent position.
- Minimum of 3 years of experience managing work plan and logistics of multiple projects/programs.
- Experience may include purchasing/procurement, project management, non profit management, operations and logistics.
- Experience creating systems and processes.
- Experience leading and managing teams.
- Strategic thinker with demonstrated experience elevating the work of a team through process improvement, planning, and goal setting.
- Strong organizational skills with the ability to manage multiple tasks.
- Emotional intelligence.
- Strong interpersonal, written and verbal communication skills.
- Experience with nonprofit management and community-based initiatives.
- Values and is able to maintain confidentiality.
- Working knowledge of data management, data analysis, evaluation and performance metrics.
- Strong working knowledge of food and community health is preferred.
- Microsoft Office Suite, Google Meets, Zoom, other databases.
- Ability to repeatedly lift 40 lbs and engage in physical tasks when needed.

WORKING CONDITIONS

This position works in an office setting with frequent exposure to a warehouse environment and the outdoors, both of which can at times be hot or cold depending on the season. This is a sometimes fast-paced, hands-on, physical work environment. The noise level in the work environment is moderate to moderately loud within the warehouse. The office environment requires self awareness and attention to communal needs.

PHYSICAL DEMANDS

Position requires the ability to, on occasion when needed, lift and transport 40+lbs, operation of manual pallet jacks, and driving of large company vehicles. This includes pushing and pulling of products throughout the warehouse.

Primary office functions require sufficient physical ability and mobility to work in an office setting. This includes: the ability to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; Exerting up to 25 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

LOCATION

Bounty & Soul's offices and warehouse are located in scenic Black Mountain, NC.





HOW TO APPLY

Bounty & Soul, in consultation with Summit Search Solutions, Inc., will begin a confidential review of application materials immediately and continue until the position is filled; **individuals who apply by January 22, 2024, will be given first consideration.** Please submit a resume and letter of interest upon application. All applications and nominations will be held in confidence.

To apply online, go to: <https://theapplicantmanager.com/jobs?pos=su397>

For more information or to offer recommendations or nominations:

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Love notes mean so much to our community as a new participant recently expressed,

"Oh my goodness I just wanted to tell you how grateful I am for these beautiful messages that sneak their way into our boxes. The one I received yesterday was particularly special and was exactly what I needed to hear! I literally cried tears of joy when I read it. Thank you for all of your time dedicated to this beautiful volunteer project and thank you to all the people that send these notes, they really do make a difference!"