



CHIEF OPERATING OFFICER

ORGANIZATION SUMMARY

Meals on Wheels Ministry serves a daily meal to nearly 3,000 frail, home-bound senior citizens and disabled persons; covering six counties in East Texas. These meals are prepared fresh at their central kitchen in Tyler TX. Meals are then delivered by compassionate volunteers to eligible persons who cannot provide meals for themselves. Often this is the only meal a client will have each day.

Meals on Wheels Ministry Goals:

- To supply homebound seniors and disabled citizens nutritious meals.
- To abate the loneliness and isolation of elderly and disabled persons by providing daily contact with members of their community.
- To promote the health, safety, and welfare of all elderly and disabled persons in East Texas.

POSITION SUMMARY

The Chief Operating Officer (COO) will lead and optimize efficiencies for MoWM. As a key part of the management team he/she will manage the daily logistics of meal service operations and be integral in crafting operations policy. The COO will be responsible for effective and efficient meal delivery ensuring client satisfaction, compliance, safety, and process improvement. Effectively manage operations personnel, inventory, equipment purchasing, delivery routes, equipment, fleet, and site operations. The COO will direct, guide, and inspire their team; while serving as a key connection to a range of internal and external stakeholders. The successful candidate will be an exceptional team-builder with a vision for growth in client numbers.

The new COO must bring energy and insight to their work as the organization begins its next chapter. The successful candidate must be ready to roll up their sleeves and lead a team dedicated to growth.

REPORTING RELATIONSHIPS

The Chief Operating Officer will report to the Chief Executive Officer.

RESPONSIBILITIES

Leadership & Supervision:

- Directly supervise Site Operations team, Assistant Operations Officer, Drivers, Facilities Management team, and other staff and volunteers assigned to meal distribution operations;
- Ensure appropriate staffing levels are maintained while remaining within budget limits;
- Provide ongoing training, coaching and feedback to staff to meet program metrics and goals;

- Work collaboratively with Human Resources Department and MoW staff to develop appropriate training programs for continuous improvement;
- Foster productive, team-spirited work environment that yields high morale, staff satisfaction, and low turnover;
- Work with the HR department and the Assistant Operations Officer to train and hire drivers.

Inventory & Logistics:

- Develop and manage a substitute driver program to provide coverage for scheduled and unscheduled driver absences;
- Evaluate delivery routes and reorganize when necessary to maintain efficient and effective delivery services within budget limits (utilizing ServTracker);
- Manage delivery fleet operations and support of all vehicles for safety, maintenance, repair, and replacement.
- Coordinate with HR and Finance departments to ensure vehicle and driver insurance and registration is cataloged;
- Act as the primary inventory and procurement liaison with vendors regarding issues related to on-time delivery performance, invoice discrepancies, or product deficiencies;
- Identify opportunities for cost reductions through strategic sourcing of materials;
- Assist with ordering and receipt of all food products, gifts-in-kind, and supplies with accuracy;
- Actively investigate and correct discrepancies with all key external operations vendors;
- Validate receipt of all products;
- Maintain inventory levels of frozen, breakfast, and emergency meals to provide uninterrupted client meal deliveries, ensuring minimal loss of inventory;
- Work collaboratively with Volunteer Coordinator to maximize efficiency and utilization as well as encourage volunteer support of meal assembly and route deliveries.

Program Service:

- Maintain all appropriate food and facility safety policies;
- Address and resolve all client complaints related to meal delivery and service in coordination with Site Operations Manager and Site Operations Coordinator;
- Work with the Chief Programs Officer and Grant Manager to ensure operations compliance with the Texas Administrative Code (TAC), The Texas Feeding Texans program. Support documentation of ongoing compliance and quality assurance including but not limited to:
 - Appropriate meal temperatures and quality;
 - Timely meal delivery, within approved window of time;
 - Driver and route monitoring;
 - Inspection of delivery equipment and supplies for proper sanitation;
 - Proper site postings, sanitation and extermination;
 - Account of lost meals;
 - Safety & risk management
- Work collaboratively with Public Relations & Event Coordinator for media opportunities;
- Proactively identify issues, consult appropriate resources, and quickly implement solutions;
- Study and analyze work flows to identify ongoing process improvements allowing maximization of resources while maintaining high client satisfaction;
- Prepare weekly and monthly reports for the CEO and Board of Directors;

- Assist in the preparation of the Annual Report in collaboration with finance committee, development team, and CEO;
- Performs other related duties as assigned by CEO.

QUALIFICATIONS

The successful candidate for the position of Chief Operating Officer should have:

- Bachelor's degree in business development or related field;
- Minimum of five years project management experience;
- Project Management Professional Certification (strongly preferred);
- Experience in large facility management, logistics, and food service delivery;
- Minimum of 10 years' experience managing complex operations with direct oversight of budget and personnel;
- Quantitative and qualitative skills to assess how operational budget can be spent smarter;
- Ability to analyze operational activities and benchmark with peer organizations to ensure the organization is on track;
- Ability to establish and maintain effective working relationships with staff, Board members, volunteers, community groups, and other key stakeholders;
- Experience with and interest in improving processes to add efficiency;
- Ability to perform at a high level in a fast-paced team environment, and manage multiple projects to meet timelines and deadlines;
- Experience crafting operational policies, especially in mission-driven organizations;
- Proven operations, supply management, leadership and consensus building skills;
- Willingness to complete Texas Food Safety Manager Certification;
- Goal-orientated and close attention to detail;
- Excellent written, oral, and interpersonal skills;
- Ability to work some evenings and weekends.

SALARY & BENEFITS

Meals on Wheels Ministry offers a competitive salary and benefits package.

LOCATION

This position is located in Tyler, TX and up to 10% of travel time regionally is to be expected.

DIVERSITY AND INCLUSION

The Chief Operating Officer must have the capacity to listen to the full breadth of the community as it grows and evolves, cultivating a diverse pool of supporters who will have access to different kinds of ideas.

APPLICATION INSTRUCTIONS

All applications must be accompanied by a cover letter and résumé. Before submitting your materials, please read them over for accuracy. Review of applications will begin immediately and continue until the successful candidate has been selected. Please put your **LAST NAME & Chief Operating Officer** in the subject line of your email. Send all materials to the attention of Ms. Sunny Byrd at jobs@mowmet.org.