



Position: Director of Operations

Organization History: Coastal Foodshed (CFS) is a non-profit farmer food hub based in New Bedford, MA. Our mission is to strengthen the local food economy by making it easier for growers to sell, and consumers to buy healthy, affordable, local foods, with a focus on making locally grown and made food more equitably accessible to marginalized and/or food insecure households in New Bedford. We sell and distribute local food to community members, restaurants, farmers, schools, and food pantries through both retail and wholesale channels. Coastal Foodshed is a growing organization and currently going through a transition phase to expand food hub operations including building out a new space at the Kilburn Mill.

Position Overview: We are seeking a dynamic and experienced Director of Operations to join and lead our food hub team. This position offers an exciting opportunity to help shape Coastal Foodshed's food hub operations and implement our growth plan in the new space. The ideal candidate will be a strategic thinker with a proven track record in operations management, process optimization, relationship building and team leadership. The Director of Operations will play a crucial role in overseeing and enhancing our organizational processes to ensure efficiency and effectiveness in delivering our mission. The ideal candidate will possess a genuine passion for helping farmers succeed, demonstrating a deep commitment to supporting their growth, sustainability, and prosperity within the agricultural community. This position will oversee the food hub management team and reports directly to the Executive Director.

Key Responsibilities:

Food Hub Operations:

- Oversee all aspects of Coastal Foodshed's food hub operations, including inventory management, logistics, and distribution.
- Develop and implement strategic plans to optimize efficiency and effectiveness within the food hub, ensuring seamless coordination between farmers, suppliers, and customers.
- Monitor and analyze key performance metrics to assess operational performance and identify areas for improvement.
- Implement and monitor quality control processes to ensure the delivery of high-quality products and services.
- Ensure compliance with relevant regulations and industry standards.

Procurement:

- Lead procurement efforts to source high-quality local products, negotiate contracts, and manage farmer and producer relationships.

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- Collaborate with food hub management team to ensure alignment between procurement activities across retail and wholesale channels and overall organizational goals.
- Develop and maintain strong relationships with local farmers and producers.
- Ensure the timely and cost-effective procurement of goods and services.
- Stay abreast of market trends and supplier capabilities to identify opportunities for product innovation and expansion.

Sales and Financial Management:

- Manage sales activities, including developing sales strategies, identifying new markets, and cultivating relationships with buyers.
- Work closely with the food hub management team to develop promotional campaigns and materials to support sales efforts.
- Monitor sales performance and adjust strategies as needed to meet revenue targets and growth objectives.
- Responsible for creating and maintaining product pricing structures across the food hub.
- Oversee food hub retail and wholesale budgets, financial forecasting, and financial analysis to ensure the organization's financial health.
- Responsible for aggregating and analyzing organizational sales and impact data across all channels of the food hub.

Team Leadership:

- Provide leadership and mentorship to a diverse team of staff, fostering a culture of excellence, collaboration, and continuous improvement.
- Set clear expectations and performance goals for team members, providing regular feedback and coaching to support their professional development.
- Promote a positive and inclusive work environment where team members feel valued, empowered, and supported in achieving their goals.

Required Qualifications:

- Possesses deep knowledge and experience in agriculture and food systems work, enabling comprehensive understanding and effective decision-making in related contexts.
- Demonstrates proactive and innovative thinking, underpinned by a strong entrepreneurial mindset.
- Proficient in navigating complex systems independently while upholding self-discipline and taking initiative to drive positive outcomes.

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- Exhibits expertise in financial management, including the creation and management of nonprofit budgets, as well as proficient performance reporting. Capable of strategically leveraging financial resources to support organizational goals effectively.
- Holds a proven track record of success in roles requiring the simultaneous management of numerous tasks amid competing priorities and deadlines. Adaptable and resilient in high-pressure environments, consistently delivering results.
- Demonstrates unwavering commitment to excellence across all endeavors, fearlessly engaging in defending and debating ideas while impartially implementing changes to processes and operations.
- Displays transparency and directness in communication, skillfully balancing tact and diplomacy when interacting within organizational settings and engaging with diverse stakeholders.
- Possesses exceptional skills in supervision and mentorship, with a natural talent for nurturing individual strengths and fostering cohesive teamwork dynamics to achieve optimal outcomes.
- Excels in written and verbal communication, conveying messages with clarity and empathy. Capable of effectively connecting with others on both professional and personal levels.
- Proven ability to establish and nurture positive connections across a broad spectrum of individuals, spanning diverse sectors such as for-profit and nonprofit. Engages stakeholders from farmers to policymakers, donors to investors, and individuals from various backgrounds and cultures.
- Committed to advancing racial equity and contributing to food justice initiatives, leveraging skills and resources to effect positive change in these critical areas.
- Approaches work with efficiency, flexibility, and a positive attitude, maintaining good humor even in challenging circumstances. Adapts quickly to changing priorities and demands, contributing to a productive and harmonious work environment.

Preferred Qualifications:

- At least 5 years of experience in operations management, preferably in farming, food distribution or related industry.
- Willingness and ability to work a flexible schedule, including evenings and weekends.
- Experience creating and implementing nonprofit grant programs and budgets.
- Experience with facilities management.
- Excellent organizational and problem-solving abilities, with a keen attention to detail.
- Passion for sustainable food systems and a commitment to promoting local agriculture.

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Hours & Benefits:

This is a full-time, exempt position with a salary of \$65,000 with ample room for salary growth as the organization expands. Occasional weekend work is required. Benefits include SIMPLE IRA retirement plan after 1-year, health insurance stipend, paid time off, 11 paid holidays with a 1-week holiday break, professional development, local food stipend, employee discounts, and access to some of the best local food around!

How to Apply:

Please send a resume and cover letter detailing why you would like to work in this position at Coastal Foodshed to localfood@coastalfoodshed.org with subject line: "Director of Operations" in the subject line. The position is open until a suitable candidate is identified; an ideal start date would be no later than April 1, 2024.

Coastal Foodshed values a diverse, equitable, and inclusive workplace and strongly encourages women, people of color, LGBTQ+ folks, people with disabilities, members of ethnic minorities, foreign-born residents, and veterans to apply. Applicants will not be discriminated against because of race, color, creed, sex, sexual orientation, gender identity or expression, age, religion, national origin, citizenship status, disability, ancestry, marital status, veteran status, medical condition, or any protected category prohibited by local, state, or federal laws.