



Operations Coordinator Job Description

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. We sell and distribute local food to community members, farmers, schools, corner stores and food pantries through both retail and wholesale channels. We work with over 70 farmers and local food producers to aggregate regionally grown and produced food that is distributed across the Southcoast of MA.

Position Overview

The Operations Coordinator will support the Director of Operations in the day-to-day management of food procurement, sales, receiving/delivery, and inventory management. This role is critical in ensuring the smooth operation of our food distribution efforts and will require attention to detail, strong organizational skills, and a passion for food systems work. This position will be involved with supporting all operational needs of the hub including both retail and wholesale channels including hunger relief programs. This is a part-time, hourly position with room to grow as the operations expand at the hub. The Operations Coordinator will work together with the operational team including the Director of Operations, Food Hub Driver, and Operation Assistants.

Key Responsibilities

- Assist in procuring products from local farmers and food producers.
- Support communication with vendors regarding product availability, pricing, and quality.
- Process and track customer orders, ensuring timely and accurate fulfillment, particularly for wholesale customers.
- Coordinate and assist with receiving and organization of farmer/producer orders, inspecting products for quality and accuracy.
- Organize and schedule deliveries, ensuring products reach customers efficiently.
- Occasional delivery of orders to customers and pick-up from farmers/producers when needed
- Work closely with the operations team to maintain organized storage and inventory management.
- Maintain up-to-date records of inventory, including stock levels and product rotation.
- Conduct regularly scheduled inventory audits to minimize waste and ensure accuracy.
- Assist in forecasting supply needs based on sales trends and customer demand.
- Receive, file, and submit invoices from farmers/producers.
- Track invoices and follow up on outstanding balances.

- Support the Director of Operations with general administrative tasks as needed.
- Maintain, clean, and organize warehouse space and equipment.
- Perform other Food Hub duties as required.

Qualifications & Skills:

- Experience in logistics, procurement, or food distribution preferred.
- Friendly, reliable, high-energy level, comfortable with multi-tasking
- Strong organizational and problem-solving skills
- Detail-oriented with excellent record keeping and planning skills
- Ability to work independently and as part of a team in a fast-paced environment.
- Excellent communication skills and customer service experience
- Passion for food systems, agricultural, food, and community food access.
- Delivery experience loading and unloading boxes
- Valid driver's license and clean driving record preferred for occasional delivery support
- Experience driving heavily loaded cargo vans and box trucks in urban and rural environments (training provided but must be willing and open to learn)
- Must be able to repeatedly lift 60+ pounds in various conditions
- Ability to work in a cold storage facility and warehouse space
- Experience operating manual and electric pallet jacks is a plus (training is provided)
- Commitment to upholding food safety standards and regulations

Hours & Benefits:

This is a part-time, hourly, non-exempt position with a rate of \$20-22 per hour. Hours are variable depending on seasonal demand and can fluctuate between 20-30 hours/week. Benefits include SIMPLE IRA retirement plan after 1-year, paid time off, professional development, employee discounts, access to some of the best local food around, and working in a fun, exciting environment with smart, passionate people who love food and working to make real changes to our food system!

How to Apply:

Please send an email detailing why you would like to work in this position along with your resume to localfood@coastalfoodshed.org with subject line: "Operations Coordinator" in the subject line. The position is open until a suitable candidate is identified.

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.