



Farm to Family Operations Manager

Job Posting

Join us in creating a California where every person has the nourishment they need to thrive. We are proud to amplify the voice of food banks and hungry Californians in the corridors of our statehouse and country's Capitol, in the offices of foundations and corporations, on farms and in fields, and throughout our state. We do this to influence public policy to enhance the safety net, ensure that fresh produce and healthy proteins are accessible to all Californians, connect hungry residents with nutrition programs and support our 41 member food banks in their work to feed our communities.

CAFB seeks a highly motivated Operations Manager to help to plan, organize, manage, and direct the operations and activities within the Farm to Family logistics and accounting teams. Under general direction from the Farm to Family Director (F2F), the Operations Manager is responsible for managing the F2F fresh produce program and supervising F2F Team Members ensuring member satisfaction is a top priority. Maintaining a high level of both employee and customer care for existing donors/growers/shippers while focusing on creating a safe and respectful work environment for all. The ideal candidate will have a proven track record of managing logistics operations, a passion for developing and implementing efficient processes, and the ability to work well in a fast-paced environment.

Duties & Responsibilities:

- Manage day-to-day F2F program which includes:
 - Verify weekly orders are sent;
 - Manage produce offerings;
 - Daily review of the PO Status report;
 - Ensure F2F AP/AR is completed for a scheduled monthly close (no later than 10 business days of the new month);
 - Run reports to verify that processed invoices are error-free before posting;
 - Develop measurable metrics by which to evaluate F2F supervised staff performance;
- Partnering with Human Resources, manage hiring process and staff development
- Management of F2F work flow including frequent follow-up during in office days
- Monthly analysis of products to support the achievement of established metrics
- Coordinate with Finance on donation reporting;
- Responsible for compliance to Route Schedule and assist with the bi-annual routing meetings;
- Manage F2F portion of ERP(Enterprise Resourcing Planning system); making sure contacts, items, dimensions, etc. are accurate and maintained for carriers, shippers, and food banks;

- Provide quarterly feedback to all F2F team members utilizing the On-line performance tool
- Annual Reviews written and delivered to F2F direct reports
- Initializing new donor onboarding
- Annual donor year end report
- Increase produce sales and monitor the poundage report;
- Interact with vendors and food bank staff responding to questions, fulfilling requests and resolving issues;
- Create and schedule forecast routes;
- Review and approve F2F produce bill
- Plan and lead a bi-weekly F2F staff meeting
- Continuous Cross training among F2F staff
- Other job duties as necessary and assigned.

Qualifications:

- Bachelor's degree; preferred
- Computer proficiency, specifically Microsoft Office: NetSuite preferably
- Quick learner and good listening skills;
- Strong staff supervision skills;
- Attention to detail and accuracy;
- Excellent professional written and verbal communication skills; as well as interpersonal skills to develop and maintain effective business relationships within and outside of CAFB;
- Ability to work in high volume, time-critical processing environment; Multi-tasking
- Good organizational and time management skills;
- Commitment to CAFB's mission.
- Handle difficult issues that arise to help resolve and provide fair resolution

Location:

We're a small but mighty staff of 30+, working in a classic old building in downtown Oakland — conveniently located near the 19th Street BART station. Both the building and the office are ADA accessible. We are an office-based team working with the option for a hybrid work environment.

Reports to:

- Director of Farm to Family

Employment Type:

- Full-time, exempt, 37.5 hours per week
- Annual Base Compensation Range: \$80,000-95,000, based on experience within job requirements.
- Benefits include generous employer-paid health, dental, and vision; retirement program; life insurance; and PTO.

To Apply

Please visit the link below to fill out the web form and attach your cover letter and resume where indicated. Documents will not be reviewed unless they are submitted in the required

format. Please read the instructions carefully. Applications will be accepted until the position is filled.

Application link: <https://fs10.formsite.com/cafb2/hlm0qavufn/index>

About CAFB

The California Association of Food Banks believes that food is a fundamental right. Food is medicine, it is fuel for learning, a teacher of cultures, and a convener of communities. Right now, 8 million Californians are food insecure, nearly double pre-pandemic rates. We're working to change that.

We value diversity and seek to reflect it on our team and how we do business. Our goal is to attract, develop, retain, and promote a talented and diverse workforce in a culture where all employees will contribute to their fullest potential.

It is the policy of the California Association of Food Banks to fill every position without regard to race, color, religion (all aspects of religious beliefs, observance, or practice, including religious dress or grooming practices), creed, gender (including gender identity and gender expression), marital status, registered domestic partner status, physical disability, mental disability, medical condition (including cancer or a record of a history of cancer), age, sex (including pregnancy, childbirth, breastfeeding, or related medical condition), national origin, ancestry, sexual orientation, genetic information, equal pay/compensation, veteran status, or any other basis made unlawful by applicable law. We are an equal-opportunity employer, and strictly prohibit unlawful discrimination by any employee, including managers, supervisors, and co-workers.