

Director of Program & Operations

Full-Time: 40 hours a week

Reports to: Megan Fischer, CEO

Salary: \$24-26/hr (Salaried position)

Location: Cincinnati, OH (1400 State Ave. 45204)

Start Day: 8/17/2021 at the latest

Education Requirements: Bachelor's Degree or higher preferred but not required

About: COVERD Greater Cincinnati operates 3 programs: Sweet Cheeks Diaper Bank, Tidal Babe Period Bank, and Fly & Dry Basic Needs Bank. All programs work with local social service agencies to provide free basic hygiene items to low-income families while raising awareness of the basic health need for them. Our mission is to eliminate the existence of basic needs poverty in our community so that all members have a chance to be healthy, happy, and safe. We were founded in October of 2015 and have been experiencing rapid growth and success since then.

Essential Duties

Program Success

- Work with Program staff to ensure that services are delivered in a manner that is consistent with agency policies, priorities, and goals.
- Oversee volunteer coordinator position.
- Ensure growth and stability of the programs and appropriate financial resources through forecasting of program needs.
- Manage all partner agencies receiving supplies, as well as those on the waitlist, to ensure all products ordered are distributed correctly and on time.
- Manage waitlisted agencies by maintaining a tracking system.
- Ensure accurate inventory levels by utilizing our inventory tracking software, performing cycle counts and auditing donation receipts.
- Provide reports as requested by affiliate organizations.
- Track partner agency outcomes and compliance related to partner agency agreement.

Leadership and Operations

- Oversee, direct, and organize COVERD's programs and warehouse operations.
- Provides leadership and mission continuity.
- Demonstrate a deep conviction to COVERD's mission, vision, and values, and commitment to diversity, equity, and inclusiveness.
- Develop and maintain a staff culture of continuous improvement and accountability.
- Identify opportunities for operational improvement, determine the root-cause of problem areas, analyze data, and implement solutions.
- Participate in annual budgeting process utilizing knowledge of existing and forecasted programming needs.

Leadership and Operations Continued

- Report distribution numbers and financial information monthly to accounting.
- With CEO, keeps the board fully informed on the condition of COVERD and all the important factors influencing it.
- With CEO, lead the execution of the 3-year Strategic Action Plan
- Maintain continuous lines of communication, keeping the CEO informed of all critical issues.
- Serve as the main staff liaison for the Facilities, Operations, and Planning Committee of the Board of Directors

Management and Administration

- Provides general oversight of all COVERD activities, manages day-to-day operations, and ensures a smoothly functioning, efficient organization.
- Ensures program quality and organizational stability through development and implementation of standards and controls, systems and procedures, and regular evaluation.
- Ensures a work environment that recruits, retains, and supports quality staff and volunteers. Ensures process for selecting, developing, motivating and evaluating staff and volunteers.
- Negotiates professional contracts and works with CEO to ensure appropriate salary structures are developed and maintained.
- Specifies accountabilities for management personnel (whether paid or volunteer) and evaluates performance regularly.

Skills needed:

- Attention to detail
- Supply Chain experience a plus
- Inventory management and warehouse experience a plus
- Excellent written and verbal communication skills
- Proven ability to manage multiple duties and priorities in deadline-intensive situations
- Able to gather and synthesize information, draw insights, and summarize issues.
- Experience with Excel
- Experience with Google Drive
- The ability to handle conflict, confrontation, and uncomfortable situations head-on and with grace
- Should be able to lift, carry, push, and pull up to 30 pounds and stand or walk for extended periods of time, including working in the warehouse around 12 hours a month
- Ability to operate a pallet jack (we will train you; and if you want to get forklift certified we'll take care of that, too!)
- Proven ability to delegate and manage workloads and projects across functions
- Able to flourish in a creative team environment as well as operate independently
- Strong analytic skills and a strategic thinker who is open to different perspectives and new ways of doing things
- Ability to demonstrate and uphold our core values (Advocacy, Engagement, Inclusion, Innovation, and Respect)