



OPERATIONS MANAGER

Department: Funnel Operations

FLSA Status: Salary Exempt

Work Schedule: Days & Evenings

Job Status: Full-Time

Reports To: Director of Program Operations

Amount of Travel Required: 50%

Positions Supervised: None

POSITION SUMMARY

The Operations Manager is responsible for Feed the Funnel operations including: moving pallets in the warehouse, preparing for activities, driving a box truck to customer locations, setting up for activities, speaking in front of crowds, loading trucks at the conclusion of activities, and washing and repairing supplies and equipment after activities. The Operations Manager can expect to work days, nights, and/or weekends based on customer requests.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

- Work closely with customers to ensure all advance planning steps are communicated and understood
- Prepare for upcoming activities by preparing appropriate materials/supplies
- Deliver a brief educational presentation on regarding hunger awareness to activity participants
- Train participants on Funnelology 101 and adjust participant assignments as needed
- Drive a box truck to and from the customer location (requires a valid driver license with a clean motor vehicle record)
- Safely operate a pallet jack and forklift
- Unload trucks and clean materials/supplies after parties

POSITION QUALIFICATIONS

Competency Statement(s)

- Accountability - Ability to accept responsibility and account for his/her actions.
- Applied Learning - Ability to participate in needed learning activities in a way that makes the most of the learning experience.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Communication, Written - Ability to communicate in writing clearly and concisely.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Detail Oriented - Ability to pay attention to the minute details of a project or task.



- Ethical - Ability to demonstrate conduct conforming to a set of values and accepted standards.
- Honesty / Integrity - Ability to be truthful and be seen as credible in the workplace.
- Interpersonal - Ability to get along well with a variety of personalities and individuals.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.
- Problem Solving - Ability to find a solution for or to deal proactively with work-related problems.
- Relationship Building - Ability to effectively build relationships with customers and co-workers.
- Safety Awareness - Ability to identify and correct conditions that affect employee safety.
- Self Confident - The trait of being comfortable in making decisions for oneself.
- Strategic Planning - Ability to develop a vision for the future and create a culture in which the long range goals can be achieved.
- Training - Ability to develop a particular skill in others to bring them up to a predetermined standard of work performance.

SKILLS & ABILITIES

Education: High School diploma (required), Undergraduate college degree (preferred)

Experience: 1-3 years

Computer Skills: Microsoft Office, Internet and Email

Other Requirements:

- Valid driver license and a clean motor vehicle record
- Forklift certification through The Pack Shack
- Willingness and humility to handle diverse skills from washing equipment to driving a box truck to speaking in front of large groups
- Strong presentation and public speaking skills
- Ability to work independently as well as part of a team
- Excellent interpersonal skills
- Ability to multi-task and make quick, clear decisions
- Desire to have fun and make a difference in the world
- Ability to be flexible, calm, and collected with large groups of participants
- Willingness to learn, be stretched, and grow as a person
- Able to work very flexible schedule including frequent weekends and some evenings and be gone occasionally overnight
- Strong organizational and communication skills
- Passion to engage humanity in the fight against hunger

PHYSICAL DEMANDS

Physical Demands		Lift/Carry	
Stand	F (Frequently)	10 lbs or less	F (Frequently)
Walk	F (Frequently)	11-20 lbs	F (Frequently)
Sit	F (Frequently)	21-50 lbs	F (Frequently)
Handling/Fingering	F (Frequently)	51-100 lbs	F (Frequently)
Reach Outward	F (Frequently)	Over 100 lbs	F (Frequently)
Reach Above Shoulder	F (Frequently)	Push/Pull	
Climb	F (Frequently)	12 lbs or less	F (Frequently)
Crawl	F (Frequently)	13-25 lbs	F (Frequently)
Squat or Kneel	F (Frequently)	26-40 lbs	F (Frequently)
Bend	F (Frequently)	41-100 lbs	F (Frequently)
N (Not Applicable)	Activity is not applicable to this occupation.		
O (Occasionally)	Occupation requires this activity up to 33% of the time (0-2.5+ hrs/day)		
F (Frequently)	Occupation requires this activity from 33%-66% of the time (2.5-5.5+ hrs/day)		
C (Constantly)	Occupations requires this activity more than 66% of the time (5.5+ hrs/day)		

Other Physical Requirements

Vision (Near, Distance, Color, Peripheral, Depth Perception)

Sense of Sound (Must be able to hear conversations in person and on the telephone.)

Sense of Touch

Able to lift 50 - 75 pounds and move pallets weighing up to 2,500 lbs with a pallet jack as well as safely operate a forklift.

WORK ENVIRONMENT

Work environment varies from normal warehouse and office conditions to customer location environment and driving to various areas of the United States. Exposure to weather conditions is expected.



Prepared by: Employer Advantage

Date: 9/24/2016

Approval Signature: The Pack Shack

Date: 9/24/2016

Employee Signature: _____

Date: _____

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.