

# HOPE Atlanta

Job Title: **OPERATIONS COORDINATOR**  
Reports to: COO  
Status: Non-Exempt  
Updated: August 10, 2022

## POSITION OVERVIEW

The Ops Coordinator is responsible for ensuring maximum efficiency and effectiveness of the warehouse operation. This includes food ordering and receipt, product storage and distribution, and general maintenance of the warehouse facilities, equipment, and vehicles.

## DUTIES AND RESPONSIBILITIES

### Operations

- Order food as needed from Atlanta Community Food Bank (ACFB).
- Coordinate food delivery from donation partners.
- Maintain inventory of all food and supplies incoming and outgoing.
- Work with the Engagement team in scheduling packing events and provide needed assistance to ensure things are ready.
- Set up scheduled pick-up times and help the partnering agencies load their vehicles with food.
- Maximize food distribution and space utilization.
- Ensure inventory information is accurate, reliable, and accessible to others in organization to ensure uniformity, quality, and availability of food.
- Ensure timely setup and rotation of stock.
- Provide excellent customer service to volunteers, staff, and partnering agencies.
- Pick up food from ACFB as needed.
- Provide transportation of food to local areas if scheduling permits.

### Facility and Equipment

- Ensure warehouse equipment, vehicles and facilities are in proper working order.
- Maintain cleanliness of equipment, vehicles, and entire facility on a daily basis.
- Ensure compliance with all safety standards.
- Coordinate warehouse activity with the subtenants, if needed.
- Conduct or schedule preventative maintenance on vehicles as needed and log appropriately.
- Ensure the safety of all persons entering and departing the warehouse
- Coordinate trash removal as needed.

### Environment:

- Foster and manage a welcoming, positive, and safe environment for all volunteers, vendors, employees, and community service workers.
- Promote team culture in all working relationships with staff and volunteers.
- Maintain positive relations with partnering agencies, food vendors, donors and volunteers.

**QUALIFICATIONS:**

- High School Diploma or GED.
- Experience working in a warehouse or food pantry preferred.
- Valid Driver's License, reliable vehicle, and ability to drive within a multi-county service area.
- Clean driving record of driving record.
- Valid driver's license required
- Forklift Operator Safety Training (can obtain after employment, paid by HOPE Atlanta).

**SKILLS AND ABILITIES**

- Solid skills in organization and administration.
- Good communication skills.
- Demonstrated ability to work independently with solid time management skills.
- Proficiency in Microsoft Office (Word, Excel, Publisher, Outlook, PowerPoint, etc).
- Proficiency using CRM systems, i.e. eTapestry, Salesforce, etc.
- Ability to operate forklift and other warehouse equipment.
- Ability and willingness to drive the organization's vehicle, including a large box truck or van throughout Atlanta, and personal vehicle as scheduled.

**WORKING CONDITIONS AND PHYSICAL DEMANDS**

- Hours: 4-6 hours, two days a week.
- Travel: Scheduled travel throughout Atlanta for pick up and/or delivery of food.
- Physical Requirements:
  - Lift 50 pounds repetitively.
  - Able to withstand temperatures in a warehouse environment.
  - Frequent lifting and bending; full range of motion in extremities and use of back.

**EE/AA STATEMENT**

*HOPE Atlanta does not discriminate in employment based on race, color, religion, sex, sexual orientation, national origin, age, disability, or veteran/Reserve/National Guard status.*

*The job description is intended to generally describe the work being performed by a person in the position. It is not intended to be an exhaustive list of all responsibilities, duties, and skills required to effectively perform the*