



## Logistics Manager Position Description

Department: Transportation

Reports To: Director of Sourcing, Logistics, and Sustainability

Classification: Manager (\$75,960-\$84,400 DOE)

Status: Salary, Exempt

Schedule: Monday – Friday

Would you like to go to work knowing that every day you'll be making a real difference in the lives of at-risk people in your community? At Second Harvest Food Bank of Orange County that's exactly what you'll be doing. Every moment of your workday will directly impact our mission to provide food for those who need it, when they need it.

**Come join our upbeat, collaborative team who are improving lives every day by taking hunger off the table.**

We are committed to living out the Food Bank's core values of **Integrity & Accountability, People First, Compassion, Purpose Driver, and Stewardship** in pursuit of our mission.

### **About Second Harvest Food Bank of Orange County**

Second Harvest Food Bank's (SHFB) Vision: An Orange County with food and nutritional security for all. Our Mission: In collaboration with our partners, we provide dignified, equitable and consistent access to nutritious food, creating a foundation for community health. Since 1983 we have been a source of food security to all members of our community when they need our help.

### **POSITION PURPOSE:**

The Logistics Manager oversees all daily transportation activities for Second Harvest's distribution center and fleet of trucks (2 pickup trucks, 6 semi-trucks, 9 box trucks, and 11 trailers) including a team of 14+ drivers, and a dispatcher. The Manager will work with the dispatcher to assign daily duties to manage the successful delivery of food to our network of community partners as well as pickups of food from our network of donors. This position will utilize the telemetric system, Samsara – including logistics, trailer capacity, and site constraints – to improve responsiveness to delivery requests and nimbleness with changes and exceptions as they arise. The Manager will ensure drivers, who are frequently the community's only face-to-face interaction with Second Harvest, provide the highest levels of customer service, respect, and integrity in all their work.

### **ESSENTIAL JOB FUNCTIONS:**

- Responsible for hiring, onboarding, development of staff including all coaching and disciplinary actions.
- Work with Fleet Manager to hire, train and evaluate drivers
- Oversee the utilization of technology/software within the department to maximize effectiveness and efficiency.
- Administer policies/procedures in a fair and consistent manner. Professionally address issues with employees, fellow supervisors and managers utilizing the proper resources.
- Manage the activities of staff in the development of route schedules and operator assignments to ensure efficiencies and on-time performance.
- Ensure excellent training to staff on personal safety, food safety, driver safety (Smith System), and other trainings as needed.
- Leverage current opportunities with an innovative eye to what is possible.



- Provide and promote effective communication among the driver team staff, cross functional staff, and external partners including community partners and donors.
- Collaborate with other departments of the Food Bank including Sourcing, Development, Operations, and Programs & Services to ensure the safe, efficient, and customer service driven delivery and pick up of food for the community.
- Understand and have competent working knowledge of all processes and systems including but not limited to planning tools, iPad applications, computer systems, securement and proper operation of all transportation equipment and all other activities performed during the handling of product.
- Verify daily routes from dispatcher daily
- Monitor drivers and trucks daily and resolves unsafe issues.
- Manage daily operations related to dispatching, routing, fleet operations, and equipment utilization.
- Provide leadership and direction to the dispatcher and driver team in an effective, positive, and value focused manner always adhering to all company policies.
- Provide reports on metrics as determined by the Director of Sourcing, Logistics, and Sustainability.
- Other duties as assigned.

#### PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS:

- Based on OSHA Standards, lifting requirements are 50lbs; when lifting loads heavier than 50lbs, use two or more people to lift the load.
- This position works in a typical warehouse office setting. There may be extended periods of sitting, standing and/or bending; listening, talking and/or visual concentration; writing and/or computer use.
- While performing the duties of this job, the employee is required to stand, walk, sit, and use hands to finger, handle, or feel objects, tools, or controls; reach with hand and arms; stoop, kneel, crouch; talk, hear and smell.
- After business hours work is required occasionally throughout the year in connection with maintenance issues and physical inventories.
- Involves activities in both office and warehouse environments as well as in public and private venues where special events may be held.
- The noise level in the work environment is usually moderate to loud.



**REQUIREMENTS:**

- Demonstrated experience in leading teams: recruiting, coaching, motivating, and retaining high performing employees as it related to transportation.
- 5+ years of experience in logistics, transportation, or a similar role, with at least 2 years in a leadership position
- Demonstrated experience in cold chain transportation and FSMA regulations relating to food transport.
- Project management skills with the ability to work under pressure, balance competing priorities and consistently meet deadlines.
- Ability to make frequent changes of routine and pace of activity due to unpredictable demands without loss of efficiency or composure.
- Proven analytical and creative problem-solving abilities, along with the skills to manage information and data from various sources.
- Demonstrated ability to manage difficult situations, both in person and on the telephone.
- Proven self-starter with the ability to move projects forward with minimum supervision.
- Computer proficiency in Microsoft Office suite and inventory and database applications.
- Ability to perform duties in accordance with Food Bank's Safety Policies and Injury Prevention Program.
- Commitment to living out the Food Bank's core values of **Integrity & Accountability, People First, Compassion, Purpose Driver, and Stewardship**
- Bachelor's Degree or 5 years minimum of similar job experience.

*To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed above are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

*Second Harvest Food Bank of Orange County, Inc. is an Equal Opportunity Employer*

---