



Logistics Manager Position Description

Location: Irvine, CA
Reports To: Director of Operations
Status: Salary/Exempt; \$77,518 - \$86,638
Schedule: 40 hours; Monday – Friday
Benefits: We offer excellent Benefit Plans including incremental PTO Plan; 15+ Paid Holidays plus a Birthday Floating Holiday. 403b retirement plan with a match. Medical & Dental insurance plans with majority paid by employer. Life Insurance plan and Employee Assistance Program paid by employer.

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 on 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.**

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 for 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 our fleet of trucks. 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 pickup 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:

- Manage a team of 15+ Class A, B, and C Drivers, a Logistics Supervisor, and a Dispatcher, providing leadership and direction in an effective, positive, and mission-focused manner. Employee management includes, but is not limited to, performance management, administration, training and developing, workflow, and organizational planning, hiring, and placement.
- Maintain all driver files in accordance with all regulating agencies (DQ files).
- Responsible for onboarding and training staff on policies, procedures, and safety.
- Ensure the team is up to date on Food Safety guidelines and that all related procedures are followed. Understand when to coach or re-train, and when to escalate issues to Director of Operations.
- Identify any gaps in procedures and recommend revisions and creation of new procedures as needed.
- Monitor drivers and trucks daily and address safety issues.



- Manage daily operations related to dispatching, routing, fleet operations, and equipment utilization.
- Manage the activities of staff in the development of route schedules and operator assignments to ensure efficiency and on-time performance.
- Oversee the utilization of technology/software within the department to maximize effectiveness and efficiency.
- Verify daily routes from dispatcher each day.
- Provide and promote effective communication among the driver team staff, cross functional staff, and external partners, including community partners and donors.
- Collaborate cross-departmentally on projects, processes, and procedures that support the organization's missions and strategies. Continuously troubleshoot challenges and work towards solutions as a multi-departmental leadership team.
- Oversee truck maintenance schedules for compliance of EPA and DOT rules and regulations, state inspections and preventative maintenance (BIT program).
- Knowledge of DMV EPN program, FMCSA DOT, accident procedures, various other rules and regulations around operating a commercial vehicle in California.
- In partnership with management, review and evaluate current vendors for cost effectiveness.
- Leverage current opportunities with an innovative eye to what is possible. Find, compare, negotiate, and present bids for new equipment and truck purchasing and service contracts.
- Manage wet hose fueling program.
- Suggest and track KPIs.
- Analyze and share actionable data to support departmental and organizational strategic plans and goals.
- Other duties as assigned.

PROFESSIONAL QUALITIES:

- Commitment to living out the Food Bank's core values of **Integrity & Accountability, People First, Compassion, Purpose Driven, and Stewardship**
- Self-starter with good self-management skills; decisive, detail-oriented, and comfortable taking ownership of a diverse set of requirements.
- Strong leadership skills, providing excellent communication and direction to team members.
- Outstanding interpersonal communications skills dealing with a diverse set of internal and external stakeholders.
- Strong organizational skills; proficient with handling multiple tasks and deadlines.
- Ability to manage multiple projects, handle interruptions, maintain focus on tasks and produce accurate work.
- Strong analytic skills with the ability to problem solve.
- Ability to research, analyze and prepare reports with accuracy.
- Ability to learn new systems and applications.
- Maintains a positive and solutions-based attitude, even while under pressure and/or managing competing priorities and deadlines.
- Displays a clear understanding of professional behavior and etiquette.
- Meets or exceeds goals, or diligently works to course correct when needed.



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.
- Working additional hours is required occasionally throughout the year in connection with maintenance issues, physical inventories, and special events.
- Involves activities in both office and warehouse environments as well as in public and private venues where special events may be held.
- Ability to climb up into a truck cab.
- The noise level in the work environment is usually moderate to loud.

REQUIREMENTS:

- 5+ years of experience in logistics or transportation, with at least 2 years in a leadership position.
- Demonstrated experience in leading teams: coaching, motivating, and retaining high performing employees as it related to transportation.
- 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.
- 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.
- Must be self-directed and possess the ability to manage multiple projects and competing priorities while maintaining high levels of performance.
- Able to take direction, follow procedures and instructions, possess the ability to work independently, diligently, and take initiative with minimal need for oversight.
- Ability to perform duties in accordance with Food Bank's Safety Policies and Injury Prevention Program.
- Computer proficiency in Microsoft Office suite and inventory and database applications.
- Understanding of budget management.
- Having a Class A license and DOT medical card that is current is preferred, but not required.



The above statements are intended to describe the general nature and level of work performed, rather than to be an exhaustive list of all duties, responsibilities, and skills required for the position. The position duties may be changed at any time at management's discretion. This position description is not intended to create contractual obligations of any kind.

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.