OPERATIONS COORDINATOR
Approved by: Chief Operating Officer
DEPARTMENT: Meals-on-Wheels
Date: Oct. 2018
SUPERVISOR: VP of Nutrition Services
FLSA: Non-Exempt

POSITION SUMMARY
Administer the primary pick-up location for Meals-on-Wheels service and facilitate the delivery process for volunteers and staff of Meals-on-Wheels. Oversee the correction of all food service issues related to pick-up and volunteer concerns at all locations. Work in conjunction with the Volunteer Coordinator to fill daily open routes.

QUALIFICATIONS
Education, Experience, and Training:
Minimal Associate Degree and experienced working with people of diverse backgrounds. Customer service and clerical experience helpful.

Knowledge, Skills, Ability:
- Ability to communicate effectively and relate to issues regarding the elderly and disabled
- Knowledge of Word, Excel, and use of e-mail
- Ability to prioritize, schedule and follow-up
- Skilled at greeting public

Physical Requirements:
Sedentary work that requires daily bending and lifting of 20 pounds. Talking and listening to volunteers and program participants by phone and in-person. Not substantially exposed to adverse environmental conditions.

ESSENTIAL FUNCTIONS
80% Hot lunch delivery oversight; oversees distribution and documentation of grocery and frozen pickup; greet and assist volunteers; spot check coolers for correct menu items and counts; relate reported program participant problems to appropriate staff member; conduct hot and cold temperature checks once each day; serve as liaison to caterers in regard to issues and improvements needed for the program; schedule daily assignments for the couriers. Work with Volunteer Coordinator making calls to cover open routes. Assist Volunteer Coordinator with updating spreadsheets regarding scheduling, communications with volunteers, calendars and special projects. Check returned route sheets for volunteer notes, non-deliveries, extra meals, volunteer signature, date and time of last delivery. File route sheets in appropriate folders in the drawer.
10% Open office and prepare pickup room each day; maintains cleanliness and general appearance of the pick-up room and John’s Cafe; keep refrigerators and coffee area clean; record and report catering errors; maintain volunteer sign-in sheets; act as phone backup as needed.
10% Organize and send supplemental weekend bags on designated routes each month; assume daily functions of the Volunteer Coordinator in his/her absence; assist with other program functions as assigned.

SUPERVISORY RESPONSIBILITIES
Responsible only for own work.

AUTHORITY/ACCOUNTABILITY
Works under general supervision and reports to the VP.

PROBLEM SOLVING
Solves problems with caterers, timely and correct delivery of meals, and participants reported as non-delivered.