



Sunnyvale Community Services

725 Kifer Road, Sunnyvale, CA 94086 408.738.4321

Working to Prevent Homelessness and Hunger

Director of Operations

About Us:

Founded in 1970, Sunnyvale Community Services (SCS) is an independent, nonprofit emergency assistance agency in the heart of Silicon Valley. Our mission is to prevent homelessness and hunger in our local community. We provide financial aid, food, case management, referrals, and other support, helping to stabilize families and support their goals of self-sufficiency.

Position Summary:

The Director of Operations is responsible for leading and supervising all daily, weekly, and monthly food distributions as well as other in-kind and special projects providing services to over 8,000 low-income individuals. Oversees an inventory of over 2,000,000 pounds of fresh and shelf-stable food annually. Manages program staff and directs the work of 2,500+ volunteers. In charge of all facilities related repairs and improvements, vehicles and equipment maintenance and repair, all aspects of health and safety, and all aspects of security. This is a senior leadership position, working closely with the Executive Director and other directors and supervisors.

Essential Functions:

- Develops, plans, and oversees execution of all food and “In-kind” programs and projects, maintaining a client-centric focus.
- Functions as a strong team player maintaining clear communication and coordination across the agency to support efficient and effective client services in a fast-paced setting.
- Plans and tracks department budgets, in collaboration with other senior leaders.
- Develops and monitors key performance indicators and continuous improvement protocols to ensure high quality client services and ability to meet external reporting requirements.
- Manages, mentors, and delegates appropriately to staff and volunteers. Ensures that appropriate job descriptions, procedures, training opportunities, tools, and resources are in place to support success.
- Leads by example, modeling the agency’s commitment to treat all clients with dignity and respect and to honor the contributions of our volunteers
- Ensures adherence to current federal, state, and local regulations relating to food distribution programs, including maintenance of required documentation and records.
- Oversees operation of volunteer program, including recruitment, training, scheduling, and supervising of thousands of individual and group volunteers, as well as annual volunteer recognition events.
- Collaborates with other agencies, programs, and services to enhance service delivery
- Prepares statistical data and program reports for presentation to Board of Directors and outside groups, and for agency publications and documentation.
- Represents the agency in public relations activities such as agency fairs and community presentations of agency services and volunteer opportunities
- Other duties as assigned

Knowledge and Skills

- Any combination of education and experience equivalent to possession of a bachelor's degree in operations management, or related field plus at least five years of experience in related work.
- At least three years’ experience in supervision and program coordination is required.

- Able to balance long-term goals with daily deadlines.
- Proven project management success across multiple functions/organizations.
- Competency in using Microsoft Office Suite and databases to prepare and display reports.
- Ability to plan and track budgets.
- Knowledge of local community resources.
- Experience coordinating volunteer/large teams and programs and working with diverse staff/volunteers.
- Strong interpersonal skills.
- Team player, willing and able to roll up sleeves when needed.
- Able to build positive relationships with external contractors as well as lead volunteers.

Education:

- Any combination of education and experience equivalent to possession of a bachelor's degree in operations management, or related field plus at least five years of experience in related work.

Physical Requirements:

- With or without reasonable accommodation(s), the essential functions of this position require certain physical and mental abilities. These abilities include, but are not limited to: sitting, standing, walking, bending, stooping, pushing, pulling, lifting (up to 30 lbs.), typing, writing (in English), reading (English), speaking (English), seeing, hearing, driving, basic mathematical calculations, problem solving, reasoning, composition, and decision-making.

Salary and Benefits:

- Salary range for this position is \$75,000 - \$100,000. Sunnyvale Community Services offers a generous benefits package, 100% paid by SCS for employee and 50% for dependents, which includes Platinum medical, dental, vision, AFLAC hospital stay coverage, generous vacation, holidays, and sick time as well as Life/AD&D, EAP and 403b with 1% contribution.

How to Apply (and who to contact):

Please send your resume to the attention of the Executive Director at: jobs@svcommunityservices.org
While all applications are appreciated, only those candidates selected for interview will be contacted.

Hours:

- Monday – Friday, Full-Time with some evening and weekends sometimes required.

Sunnyvale Community Services is an Equal Opportunity Employer and are committed to providing an inclusive and welcoming environment for all members of our staff, volunteers, contractors, vendors, and clients.