

OPERATIONS COORDINATOR

Key Responsibilities:

The key responsibilities for Operations Coordinators are:

1. Manage cooks
2. Ensure quality meals
3. Manage chores
4. Manage the foods budget
5. Maintain a volunteer friendly warehouse
6. Ensure maintenance of vehicles

The standard for the expected performance of every Operations Coordinator is defined by the following outcomes and will determine how an Operations Coordinator is evaluated on his/her performance.

Operations Coordinators are expected to **manage cooks** so that...

- Food quality or quantity does not suffer because of insufficient feedback to cooks from the Operations Coordinator.
- Cooks receive feedback from Operation Coordinators about volunteer evaluations on a regular basis addressing all food rating scores.
- Interpersonal conflicts between cooks and with the Operations Coordinator will be resolved in a timely manner because of proactive influencing and problem solving.
- Cook's view/feedback of Operations Coordinator is overall positive.
- Operations Coordinator establishes a system to verify hours worked by the cooks.
- Cook payroll is always on time because time sheets are turned in on time and correctly. Additionally, cooks receive their paychecks within one day of delivery to the post office (if cooks do not opt to have direct deposit).

Operations Coordinators are expected to **ensure quality meals** so that...

- Program targets for food quality and quantity are met.
- Meal quality and quantity will remain consistent or improve and meet minimums throughout the year as a result of proper budget and food storage management.
- Meal quality or quantity will remain satisfying to volunteers due to a stocked kitchen and communication with cooks.
- Volunteer evaluations, concerns, suggestions, and comments will be handled and responded to promptly, professionally and patiently.
- All specific dietary needs are met (vegetarian, food allergies) as communicated through the Volunteer Coordinator.
- The food delivery truck is met and paid each week during the summer and as needed during the year by a staff member and unloaded to meet health code standards.
- All food is stored and prepared to meet health code standards.

Operations Coordinators are expected to **manage chores** so that...

- ASP's kitchen and facilities would receive a passing rating from a health inspector.
- Chores can be done well and volunteer questions reduced as a result of specific and detailed chore directions that are readily available through use of a chore encyclopedia and chore chart.
- Chores are completed in a timely manner because proper and sufficient supplies are available at all times.
- Detailed instructions and proper supplies are managed to reduce waste and cost.
- All chores and instructions are tailored to meet specific or unique Center Supervisor or Ministries supervisor requests in regard to facility management.

- Volunteer and Group Leader concerns or questions are handled patiently, promptly and professionally at all times.
- A center walk-through to check for cleanliness and damages is conducted by the staff before the next group arrives.

Operations Coordinators are expected to **manage the foods budget** so that...

- Volunteer foods figure is on target at the end of the summer and throughout the year.
- The foods figure is accurate due to well planned menus, organized orders, minimized waste and timely returns.
- Meal quality and quantity never decreases because of a mismanaged food budget.
- Food cost is reduced by management of portion sizes and minimizing waste (leftovers).
- Local produce options are fully explored to maximize local spending.
- Local vendors are price-checked against Reinhardt prices to minimize spending.

Operations Coordinators are expected to **maintain a volunteer friendly warehouse** so that...

- Safety is emphasized and tools are tracked using a Power Tools Checkout, in which only adults ages 18 and older may check out power tools during the summer.
- Safety is made a priority ensured by the regular evaluation of tools, and reports to staff on the condition and need for replacing faulty tools.
- The warehouse is established to standard before the arrival of volunteers.
- Materials are stored in a safe and secure location, shielded from rain and protected from theft at all times.
- Volunteers and all staff can easily locate and access all the materials necessary to complete construction tasks, and all staff is oriented to the warehouse at the beginning of term.
- Materials and tools can be returned to the correct location as dictated by a map and labels.
- The correct materials and tools are taken and returned, as managed by a staffer being present in the morning and as work crews are returning supplies and tools whenever possible.
- The tools budget is utilized to replace or repair old and broken tools.
- If staff is not present in the warehouse during peak volunteer times during a particular day, staff will conduct a thorough inventory before the scheduled staff meeting start time.
- Warehouse is clean, organized and free of excess materials at all times.
- The set up of the warehouse can accommodate specific or unique requests made by the Center Supervisor or the Ministries supervisor.

Operations coordinators are expected to **oversee vehicle maintenance** so that...

- Vehicle health is maintained by changing the oil once during the summer and regularly throughout the year as determined by the Fleet Systems Technician.
- Vehicle issues are fixed as soon as they are noticed to prolong the life of the vehicle and the safety of the passengers.
- A vehicle toolbox is present within each vehicle, containing common tools and supplies work sites may need.
- Interior and exterior cleanliness is maintained at all times.
- Necessary fluids, vehicle box, jack, and spare tire are always present in each vehicle.