



Title: Dispatch Operations Manager

Department: Operations

Hours: Full-Time

Salary: \$52-55K/Year

Position Summary

The Dispatch Operations Manager, reporting to the Director of Logistics and Operational Strategy, is responsible for the effective management of 412 Food Rescue's dispatch operations, food donor cultivation, volunteer rescue coordination, and partner relationship management. This role provides leadership and oversight to the dispatch team while also driving the identification and onboarding of new food donor partnerships to expand the organization's impact.

Objectives

- Lead and develop a high-performing dispatch operations team
- Ensure seamless coordination of volunteer food rescue activities
- Build and expand relationships with food donor partners and nonprofit partners
- Drive the identification and onboarding of new food donors to grow rescue capacity

Success Metrics

- Tonnage rescued
- Volunteer satisfaction
- New donor partnerships secured

Key Responsibilities

- Manage and oversee day-to-day dispatch operations, including team supervision and workflow coordination
- Lead volunteer rescue coordination efforts:
 - Monitor and support volunteers in the field
 - Respond to incoming communications and direct appropriately
 - Coordinate with the dispatch team to pair donations with nonprofit partners (NPPs)
 - Track rescue progress and resolve issues in real time
 - Assist dispatch operations as needed
- Identify, cultivate, and onboard new food donor partnerships to expand organizational reach
- Manage and maintain relationships with existing food donors, onboard new donor partners, and collaborate with nonprofit partners and community stakeholders

- Troubleshoot a variety of issues that volunteers, food donors, and nonprofit recipients may encounter during a food rescue, leveraging internal and external resources
- Report technical issues and other inconsistencies to the Director of Logistics in a timely manner
- Provide customer service by offering volunteers, donors, nonprofit partners, and others logistical support, basic technical support (Tier 0 – IT Support Level), and sometimes crisis response support
- Develop and oversee strategic logistics plans for highly perishable, short shelf-life products to maximize timely distribution and minimize waste.
- Communicate cross-functionally across various technical levels and provide planning and food safety support to nonprofit partners as needed
- Build and maintain professional relationships with the communities we serve
- Perform other job-related duties as assigned

Preferred Qualifications

- A passion for 412 Food Rescue's mission of keeping food out of the waste stream and directly tackling food insecurity through innovative programs
- Experience in operations management, dispatch, logistics, or a related field
- Proven leadership and team management skills with the ability to coach, motivate, and develop staff
- Experience in donor development, partnership cultivation, or relationship management
- Strong computer skills, including MS Office, Google G Suite, database management, social media, and electronic communication platforms
- Servsafe Manager Certification (can be obtained once hired)
- Experience in nonprofit or social enterprise settings
- Valid PA Driver's License

Working Conditions

- The position is classified as hybrid and includes a combination of in-office, field/community-based, and remote work
 - Employees are expected to work in the office two days per week and in the field/community one day per week, with remaining workdays completed remotely as directed by the supervisor
- Must be able to lift up to 25 lbs

To Apply

Please send a cover letter and resume to Kristie@412foodrescue.org.