

Title: Food Rescue Operations Specialist

Department: Operations

Hours: Full-Time

Salary: \$48,900-\$52,000



Position Summary

The **Food Rescue Operations Specialist** plays a central role in supporting 412 Food Rescue's food recovery operations. Reporting to the Dispatch Operations Manager, this position is responsible for managing real-time coordination between donors, volunteers, and nonprofit partners to ensure timely, efficient, and equitable food distribution.

As the first point of contact for logistics support, the Food Rescue Operations Specialist manages a wide range of communications, assists with technical troubleshooting, and responds to real-time issues in the field. This role requires a calm, solutions-oriented approach, strong communication skills, and a passion for the organization's mission of reducing food waste and addressing food insecurity.

All essential duties must be performed in accordance with the Americans with Disabilities Act, with or without reasonable accommodation.

Objectives

- Ensure the real-time coordination of food recovery activities through responsive, equitable, and efficient dispatch operations that prioritize community impact and food safety.
- Serve as a critical communication hub for internal and external stakeholders, including volunteers, food donors, nonprofit partners, and field staff during live rescues.
- Proactively troubleshoot logistics issues and technical barriers, maintaining a solutions-oriented approach to problem-solving and ensuring minimal disruption to food distribution.
- Improve dispatch workflows by contributing to process documentation, tracking data, and supporting cross-departmental collaboration with Field Operations, Tech, Distribution Relationships, and the Volunteer Satisfaction and Community Events Manager.

Success Metrics

- High daily and weekly completion rates of food rescues, with minimal unfulfilled or delayed pickups.
- Increased food volume matched and distributed in real time, with equitable allocation to nonprofit partners based on perishability and priority need.
- Response times to field inquiries (from volunteers, donors, nonprofit partners, and fleet staff) meet or exceed internal benchmarks for speed and quality of support.

- Dispatch log accuracy and completeness improve operational tracking and support cross-functional reporting needs.
- Field teams and partners report high satisfaction with dispatch communication, professionalism, and problem resolution.
- Real-time issues (e.g., app errors, route conflicts, unavailable drivers and volunteers) are escalated promptly and resolved effectively, minimizing disruptions to food rescue operations.
- Dispatch documentation, standard operating procedures, and training resources are regularly updated and improved based on evolving needs and team feedback.

Key Responsibilities

- Manage inbound and outbound communications from the dispatch line and route inquiries appropriately.
- Monitor food rescue activities in real time, track progress, and troubleshoot issues as they arise.
- Match incoming food donations with nonprofit partners, taking perishability and distribution equity into account.
- Conduct onboarding for ad hoc and one-time donors.
- Support volunteers and fleet drivers in the field through logistical guidance and timely assistance.
- Coordinate and monitor plans for time-sensitive, short shelf-life food products.
- Log and escalate technical issues, inconsistencies, or gaps in coverage to the Dispatch Operations Manager or Director of Logistics.
- Identify trends and recurring issues and escalate appropriately.
- Deliver Tier 0-level IT support, including guidance on app usage, logistics platforms, and routine tech troubleshooting.
- Provide clear and compassionate support to diverse community partners, maintaining a strong customer service orientation.
- Develop and maintain positive working relationships with all stakeholders, including donors, recipients, volunteers, and staff.
- Ensure compliance with food safety protocols and maintain a commitment to safe and effective operational procedures.
- Contribute to ongoing improvements in dispatch processes and cross-functional collaboration.
- Perform other duties as assigned to support team goals and organizational priorities.

Preferred Qualifications

- Experience in dispatch operations, logistics coordination, customer service, call center environments, or volunteer engagement.
- Demonstrated ability to troubleshoot and resolve problems in a time-sensitive logistics setting.

- Proficiency with Microsoft Office, Google Workspace, database platforms, and communication tools.
- ServSafe Manager Certification (or willingness to obtain upon hire).
- Experience working in nonprofit or social enterprise environments.
- Valid Pennsylvania driver's license with an acceptable driving record (required).
- Strong belief in and commitment to 412 Food Rescue's mission.
- Comfortable with phone-based and text-based communication using internal telephony systems.
- High tolerance for ambiguity and ability to stay calm in a fast-paced, real-time environment.
- Strong planning and execution skills, balanced with the flexibility to respond to shifting priorities.
- Excellent verbal and written communication abilities.
- Highly organized, with strong time and task management.
- Ability to work effectively with people from diverse backgrounds, including across different socioeconomic and cultural communities.
- Emotionally intelligent, with a commitment to diversity, equity, and inclusion.
- Proven ability to work independently as well as collaboratively within a team.

Working Conditions

- Must be able to lift up to 25 pounds.
- The position is classified as a hybrid with physical work location to encompass all of the following as directed by the supervisor: in-office, field and/or community, and work from home.

To Apply

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