



Title: Director of Logistics

Department: Operations

Hours: Full-Time

Position Summary

The **Director of Logistics** is responsible for overseeing the execution of 412 Food Rescue's food recovery operations. Focused on high-volume food donor relationships and fleet coordination, this role leads the Dispatch Operations Manager and Fleet Operations Manager and their teams to ensure efficient and effective food rescue activities.

This role is a key leadership position within the organization, ensuring operational excellence, service reliability, and long-term sustainability of daily food rescue operations. The Director collaborates with senior leadership to maintain and improve operational systems, lead staff culture initiatives, and ensure frontline operations run smoothly and consistently.

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

Objectives

- Lead the execution of a high-performing logistics system that powers daily food rescues while supporting organizational equity and impact.
- Implement and continuously improve operational systems, procedures, and KPIs that enhance service delivery, partner satisfaction, and team performance.
- Oversee dispatch and fleet operations through direct supervision of their managers, ensuring seamless internal collaboration and responsive real-time execution.
- Foster a team culture rooted in accountability, inclusion, and innovation by mentoring managers, developing internal processes, and supporting frontline operations.

Success Metrics

- Increased total pounds of food recovered and redistributed through improved logistics efficiency and partner coordination.
- High percentage of food rescues completed on time with minimal disruptions or missed pickups.
- Improved fleet performance and route optimization, contributing to reduced cost per rescue.
- High staff engagement and retention within the logistics and field operations team, supported by clear performance goals and inclusive management practices.

- Effective implementation and use of standard operating procedures, dashboards, and tracking systems to guide operational decisions.
- The department operates within budget while meeting or exceeding program delivery and impact targets.
- Strong internal collaboration and communication with Dispatch and Donor Relationship teams, resulting in timely and effective food distribution.
- Timely and accurate reporting of logistics data to inform leadership decisions and external communications.

Key Responsibilities

Leadership & Accountability

- Supervise the Fleet Operations Manager and Dispatch Operations Manager, including performance reviews, goal setting, schedule and PTO approvals, and ensuring operational coverage.
- Continuously evaluate and improve fleet and dispatch operations to meet organizational needs.
- Analyze operational performance against key performance indicators and recommend improvements.
- Provide coaching, support, and direction to team members to strengthen engagement and retention.
- Oversee department budgets and ensure responsible financial management.
- Resolve escalated issues with donors and nonprofit partners, in coordination with dispatch and program teams.
- Perform other duties as assigned to support team goals and organizational priorities.

Operational Oversight & Evaluation

- Evaluate distribution operations to ensure equitable food access and maximum program impact.
- Develop, implement, and maintain processes and standard operating procedures in alignment with organizational goals.
- Oversee the creation and management of project plans, documentation, and knowledge systems to support operational clarity and consistency.

Data Management & Insights

- Maintain and refine performance tracking systems and operational dashboards.
- Produce timely reports and insights that inform leadership decisions and operational planning.
- Deliver monthly summaries with key takeaways, progress evaluations, and recommendations.
- Manage departmental budget planning and track financial performance.

Cross-Department Collaboration

- Represent the Logistics and Food Rescue Operations departments in internal and external meetings.
- Serve as a cross-functional leader supporting campaign alignment and operational integration.
- Collaborate with other departments to advance organizational priorities and shared objectives.
- Perform additional duties as assigned to support organizational success.

Fleet and Field Operations

- Cultivates relationships with fleet-based donor partners, in collaboration with the Fleet Operations Manager, to support ongoing growth and maximize food donations from high-volume retail and distribution partners.

Preferred Qualifications

- 5+ years of experience supervising employees and teams to produce exceptional results.
- Bachelor's degree in a relevant field or equivalent professional experience required.
- Valid Pennsylvania driver's license with an acceptable driving record (required).
- Emotional intelligence and a demonstrated commitment to diversity, equity, and inclusion.
- Strong oral and written communication skills.
- Excellent time management and organizational abilities.
- Ability to make independent, informed decisions under pressure.
- Customer and client-focused approach to operations and partnerships.
- Proven skills in budgeting, forecasting, and operational planning.
- Experience working in high-growth or early-stage organizations.

Working Conditions

- Must be able to lift up to 25 pounds.
- Ability to climb, balance, stoop, kneel, crouch, crawl, and walk.
- This is a hybrid position. The work location will include a combination of in-office, remote (work-from-home), and field or community-based settings, as determined by the supervisor and organizational needs.