



10002 14th Ave. SW | Seattle, WA 98146 | (206) 767-1662 | westsidebaby.org

Program Operations Manager

January 2019

About WestSide Baby

WestSide Baby, in partnership with our community, provides essential items to local children in need by collecting and distributing diapers, clothing and equipment. We partner with 114 social service agencies working directly with families to provide basic items from WestSide Baby.

The Program Operations Manager (POM) is a key role; responsible for the development, delivery, and management of critical programmatic initiatives of WestSide Baby. Specifically, this role supports the organization's mission by ensuring high quality service and relationships for agency partners and in-kind donors. Additionally, the POM oversees and supports the donation and distribution process for all community sites; ensuring equitable delivery of basic needs items to children in need. Current programs include diaper bank, safety and equipment program, and community collections of additional essentials.

This is a full-time, 40 hours a week, exempt salaried employee position at our White Center, Seattle office. This position is supervised by the Director of Programs and supervises 4 staff positions. Salary range is \$53k-\$55k depending on experience; generous benefit package, PTO and holiday pay available. Schedule to include occasional evening and weekend hours related to job duties or donations.

Core Responsibilities

Management, Leadership and Administration (30%)

- Communicate mission and vision to staff; including Site Leads, Program Donation and Logistics Lead (PDLL) and Distribution Lead
- Update and implement Operations Policies for operational management
- Manage and supervise or delegate supervision of interns supporting program operations
- Oversee operations center schedules for coverage as needed
- Monitor programs and determine action plans if there are any gaps in services
- Support Volunteer Groups, Lead Tours and back up Site Leads as needed

In-kind Donation System Management (30%)

- Manage systems for accepting and processing in-kind donations, primarily gently used items, at all main and branch locations.
- Oversee logistics of all incoming donation avenues, bulk, collection sites and drives
- Ensure facility is safe, clean and free of hazards
- Provide leadership of systems accepting large scale in-kind donations in management of the PDLL
- With the PDLL, ensure an accurate inventory tracking system is maintained for bulk and other items at all branches and storage sites
- Manage \$250k budget and purchase key (bulk) program diaper and equipment inventory
- Ensure regular (non-bulk) inventory movement between collection sites and WestSide Baby hubs and branches
- Manage intake systems for a year-round individual in-kind donation program and campaign connected donation drivers

Provider Partner and Distribution System Management (20%)

- Manage provider partner relationship including applications, inquiries, communications, trainings and small events
- Identify provider program changes or enhancements that are needed, and collaborate with Director of Programs and agency manager for corrective action planning and implementation
- Manage WestSide Baby's distribution process for all branches, including identifying areas of concern or challenges that arise and physical set up
- Lead Year-end Inventory process for Hub, storage and branches

Data System Management and Outcomes support (20%)

- Work within the ordering system to ensure accurate data entry
- Provide impact reports based on output data
- Support outcomes and evaluations efforts
- Routinely analyze data to report trends to celebrate or address inequities
- Other duties as assigned.

Qualifications*

- Minimum 2 years leadership/management experience (education and formal training a plus)
- Nonprofit experience (4-5 years a plus and serving families in poverty a plus)
- Excellent internal and external communication skills
- Project management skills with 1 year demonstrated experience
- Demonstrated success developing outstanding relationships with customers/supporters/partners
- Ability to work on multiple projects simultaneously and prioritize tasks and responsibilities
- Demonstrated leadership in a team setting working with staff, volunteers, and others to accomplish service delivery and impact objectives
- Demonstrated management skills, organizational skills and attention to detail
- Demonstrated ability to work independently, maintain self-motivation and persist in the face of obstacles
- Budget management experience (independent ownership of budget of \$100k a plus)
- Proficient in Microsoft Office
- Highly motivated, organized, creative, self-directed and flexible
- Positive attitude required and sense of humor a plus
- Supply chain and logistics experience a plus

** Different but transferable skills and experience will be considered*

To Apply

Submit cover letter or video "cover letter" and resume addressed to Becky Schroeder, Director of Programs, to employment@westsidebaby.org with Program Operations Manager in the subject line.

Our hiring process involves a 3 step process: 1. Qualified applicants will be contacted for a phone interview; 2. Candidates who advance will be invited for an in-person interview that includes a site tour and 3. Finalists will participate in more casual team interviews.

WestSide Baby values diverse perspectives and life experiences. We encourage individuals of all backgrounds to apply including people of color, immigrants, refugees, LGBTQ, women, people with disabilities, and veterans. As an organization, we collaborate closely with many different communities around King County and value equity as a priority in our work.