



**OPERATION GRATITUDE**  
Senior Director of Operations and Logistics  
Chatsworth, CA

## **OUR MISSION**

To forge strong bonds between Americans and their Military and First Responder heroes through volunteer service projects, acts of gratitude and meaningful engagements in communities nationwide.

## **WHO WE ARE**

In March of 2003, Operation Gratitude sent its first four care packages to deployed service members in Iraq. Since its inception, the organization has given millions of Americans the opportunity to go a step beyond saying “thank you for your service” through hands-on volunteerism, lifting the spirits of more than 3.2 million deployed troops, recruit graduates, veterans, military families, first responders and healthcare heroes. Volunteers are the heart and soul of the organization. Through donation drives, letter-writing campaigns, craft projects, service projects, and other activities, the grassroots nonprofit is creating opportunities for citizens, in and out of uniform, to serve together, make meaningful connections, and better understand one another. In doing so, Operation Gratitude is strengthening communities across the country by building bridges between civilians, military, veterans, first responders and their families. For more information visit [OperationGratitude.com](http://OperationGratitude.com), or follow us on Twitter at [@OpGratitude](https://twitter.com/OpGratitude).

## **THE OPPORTUNITY**

Reporting directly to the Chief Operating Officer, the Senior Director of Operations and Logistics will serve as a key member of the leadership team and will partner closely with other directors and department leads across the organization. They will direct the organization’s overall supply chain operations, including purchasing, receiving and managing inventory, coordinating with vendors, suppliers and donation partners, and distributing finished goods. The Senior Director of Operations and Logistics will work closely with the Executive Team to develop strategic and operational plans to improve productivity, profitability and growth with an emphasis on quality, and efficiency of operations. Additionally, they will create functional strategies, departmental goals and objectives, and develop and implement budgets, policies and procedures to support those strategies. The Senior Director of Operations and Logistics will provide the overarching leadership, management, and supervision of all day-to-day activities at Operation Gratitude’s facility in Chatsworth, CA.

## **RESPONSIBILITIES AND DUTIES**

- Plan and execute labor and equipment strategies for all logistics operations and warehouse functions
- Develop, implement and refine standard operating procedures for logistics operations and warehouse management systems by analyzing process workflows, and functional and resource requirements
- Develop care package production and distribution goals in close coordination with the Development and Program leaders and in support of the organization’s strategic plan



- Develop and execute an operating budget for logistics and warehouse operations, production and distribution, facilities and equipment maintenance, and labor; report on the facility's financial objectives by forecasting requirements, analyzing results and initiating corrective actions as necessary
- Develop, maintain and report on performance metrics through daily monitoring of labor and productivity
- Maintain a safe and healthy work environment by establishing, following, and enforcing standards and procedures
- Develop departmental and individual goals and performance metrics.
- Mentor, train, and develop a team of professionals through engaged leadership, career progression and specific skills training
- Build and cultivate team member morale, motivation, and loyalty by encouraging participation in assembly days, direct deliveries and other volunteer and community engagement activities.
- Other duties assigned by management

### **Qualifications & Experience**

- Bachelor's degree in Logistics or Supply Chain Management, a university degree in business or related field with a focus on supply chain management, inventory control, manufacturing, or materials management
- 10+ years experience in supply chain management, with a demonstrated understanding of integrated supply chains and logistics concepts and theories, and a direct working knowledge of operations, warehouse management, and transportation management. 3PL experience preferred
- 5+ years of managerial / supervisory experience
- Strong project management skills, including demonstrated ability to think independently, to be flexible and to juggle multiple priorities, work with little supervision, and to be tolerant of ambiguity and change
- Experience in operational planning and business continuity strategies, particularly as it relates to supply chain and logistics
- Demonstrates good judgment, critical thinking, and problem-solving skills.
- Excellent administrative, organizational and time management skills, ability to set team and individual priorities and meet deadlines
- Sincere commitment to work collaboratively with, and provide a high level of "customer service" to, all constituent groups, including staff, board members, volunteers, donors, program participants, and other supporters
- Excellent verbal, written and interpersonal communication skills
- The ability to work some nights and weekends, and/or to travel, as needed

### **Physical demands and abilities**

- Regularly required to use hands to finger, handle or feel, reach with hands and arms and talk or hear
- Regularly lift and/or move objects 10-50lbs occasionally lift and/or move objects that weigh more than 100 lbs.
- Frequently required to stand, walk, stoop, kneel, crouch or crawl; occasionally required to sit and climb or balance
- Specific vision abilities required for this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust and focus



## **SALARY & BENEFITS**

- Salary is competitive and dependent on experience. Full benefits, including medical, dental and vision, 401k and life insurance, are available
- Operation Gratitude is an equal opportunity employer. For more information about Operation Gratitude, please visit [www.operationgratitude.com](http://www.operationgratitude.com)

**PROFESSIONAL LEVEL:** Exempt / Full-Time

To apply please email resume and cover letter to Cheryl Zerah at [Cheryl@operationgratitude.com](mailto:Cheryl@operationgratitude.com).

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