

# Good+Foundation

## Non-profit Operations Manager

Founded in 2001, Good+Foundation is a leading national nonprofit that works to dismantle multi-generational poverty by pairing tangible goods with innovative services for low-income fathers, mothers and caregivers, creating an upward trajectory for the whole family.

The LA Operations Manager will have a direct impact in achieving Good+Foundation's mission of receiving, processing, and distributing essential children's products to under-served families throughout Los Angeles. Reporting to the LA Director of Programs & Operations, the Operations Manager will be essential in managing two warehouse spaces (West Adams, CA & Bell, CA), overseeing incoming and outgoing donation deliveries and building maintenance. Additionally, the LA Operations Manager will work closely with the program team to build relationships with 30+ non-profit grantee partners in three key focus areas: Supporting New Mothers, Engaging Fathers, and Investing in Early Childhood Education.

### Responsibilities Include:

- Manage day-to day operations, overseeing both personnel and the operations budget for Los Angeles program. This includes coordinating team meetings, mentoring and supervising the LA Warehouse Coordinator, and reviewing monthly financial expenditures such as delivery and shipping charges and managing office and program supply orders for the full LA team
- Oversee product donation processing and inventorying tasks-both incoming and outgoing donations from individuals and corporations-to ensure an efficient and strategic approach to the distribution of essential children's products to under-served families throughout Los Angeles
- Support LA Program Coordinator to ensure that monthly donation requests from grantee partners are reviewed, monitored, filled, and picked up in an efficient and professional manner
- Act as primary liaison between Good+ and third-party warehouse (Bell, CA), ensuring timely and detailed communications to maintain a mutually beneficial partnership.
- Ensure that the two Good+ LA warehouse locations (West Adams, CA & Bell, CA) are being used as effectively as possible to maximize the amount of product that can be received and distributed to Good+ grantee partners; work with the team to ensure third-party warehouse tracker is updated in a timely manner
- Accountable for regularly inspecting and evaluating building maintenance, equipment, systems, and grounds to ensure that the appearance and operation of the organization facilities meet company standards for efficiency and safety
- Work closely with the Senior Director of National Product Donations & Operations (based in NY) to oversee quarterly and annual product inventory checks at both warehouses
- Maintain strict inventory control, expiration date monitoring and inventory rotation so LA families are receiving the goods they need in a timely manner

- Collect direct feedback from grantee partners and identify opportunities and concerns to drive continuous improvement and innovations; work with program & operations team as an on-the-ground expert
- Assist volunteer program by identifying projects with donated goods, staff events as needed and prepare inventory for projects, both onsite in LA warehouse and offsite, as opportunities arise
- Oversee the effective use of our app-based inventory and donation management system, Canvas, by staff members and grantee partners
- Implement, enforce, and monitor safety and security policies in day-to-day operations to ensure a safe and secure work environment
- Work with LA Program Coordinator to review quarterly partner requests and make educated purchasing projections for LA in concert with the national program team
- Supervise and support the LA Warehouse Coordinator to continue to build strong systems that maximize the impact of product donations and programs
- Implement policies and procedures that will improve day-to-day operations
- Work with LA program team to set and reach key national program and operational goals

### **Related skills and knowledge:**

- Identify and understand operations and program-related problems and opportunities; possess solid judgment, problem-solving and decision-making skills
- Excellent customer relations and communication skills (written and verbal)
- Excellent time and task management skills (i.e. ability to set priorities and meet deadlines)
- Bachelor's degree required
- 3 - 5 years experience working in an operations role
- Computer skills including Google Docs, Microsoft Excel, PowerPoint, and other MS Office Products
- Experience working as a member of a small team (4 Good+ staff members in LA and 15 in NY) and willingness to jump in whenever necessary
- Preferably, experience with nonprofit organizations
- Proficient in the English language (verbal and written), Bilingual Spanish is a plus
- Experience operating warehouse equipment (forklift, pallet jack)
- Ability to lift 40 lbs
- Ability to travel to and from main warehouse (West Adams, CA) and secondary warehouse (Bell, CA)

**Reporting:** This role will report to the LA Director of Programs and Operations based in our LA Office.

**Schedule:** 40 hours a week. Available to work nights and weekends, as needed. (Main office is located on Jefferson Blvd)