



Food Hub Operations Director

LINC | The Local Inland Northwest Cooperative

February 2024

We are seeking someone passionate about regional agriculture and who is excited to contribute to a fast-paced, evolving company. We are searching for someone who will take leadership over their responsibilities, and bring focus and consistency to their work. Our ideal candidate will embrace a team-focused culture, open communication, and a problem-solving mentality that strives for continued growth and performance improvement.

We are a cooperatively owned food hub where everyone rolls up their sleeves and pitches in. A successful team member will find satisfaction in a role that is both physically and mentally engaging, and that requires close attention to detail and creative thinking. LINC sets itself apart through top-quality customer service and attention to relationships; this position will be the face of LINC for many of our customers.

All workers have the opportunity to become a co-owner of the LINC Cooperative over time. All team members are expected to pursue the vision and mission of the company.

Position Description

The Food Hub Operations Director is vital to the workings of LINC, contributing directly to the support of community-focused farms, sustainable agriculture, and local economic development in the Inland Northwest.

The Food Hub Operations Director will lead the Operations team, whose activities are central to the wholesale, contract, and direct-to-consumer market channels of LINC's Food Enterprise. As part of this leadership role, the position will regularly interface with other teams of the Food Enterprise, helping guide strategy and evaluate team and Enterprise performance.

The Food Hub Operations Director will work closely with the Food Hub Operations Coordinator and the Food Hub Operations Associate to coordinate and implement Operations activities. The Director will facilitate communication with roles across the food hub to ensure local product is received from farmers, stored, packaged, and distributed effectively.

AREAS OF RESPONSIBILITY

The position will manage the overall activities of the Operations team. It will also actively and regularly perform hands-on warehouse and delivery activities.

The core activities of the Operations team include:



- **Product Intake**
 - Receive and inventory of food from local farmers
- **Local Food Fulfillment**
 - Package orders to be distributed to wholesale and direct-to-consumer markets
- **Food Hub Deliveries**
 - Deliver local food across the Inland NW using LINC's non-CDL vehicles
- **Facilities and Equipment Oversight**
 - Ensure LINC's warehouse and equipment are maintained
- **Customer Service Support**
 - Manage aspects of customer communication for direct-to-consumer activities.

As Operations Director, this position will also provide **key leadership support to the Operations team:**

- Develop and lead training for new Operations employees
- Update job descriptions and set performance goals with employees in the Operations team
- Develop, communicate, and update as needed an operations schedule, acting as the point of contact for any needed changes
- Develop and implement strategies for the Operations Circle
- Provide peer feedback to fellow Operations Workers

This position will also contribute to **strategy, policy and problem solving with staff across the Food Enterprise:**

- Guide the exchange of information between the Operations team and other teams in the company
- Represent the Operations team in communication across the Food Enterprise and engage the Operations team regarding company-wide efforts

Skills and Experience:

REQUIRED SKILLS & EXPERIENCE

- Excellent communication skills
- Strong computer and organizational skills
- Experience leading a small team
- Ability to track and execute projects involving multiple variables
- Ability to work effectively with minimal supervision and collaborate with remote team members
- Interest in food systems and sustainability



- Ability to adapt to challenges in real-time and problem-solve with teammates, suppliers and/or customers
- Customer service experience

DESIRED SKILLS & EXPERIENCE

- Experience operating lift gates, pallet jacks, forklifts
- Familiarity with warehouse environments
- Experience administering team scheduling
- Ability to regularly lift up to 60 pounds, with potential to work up to increased weight
- Ability to stand/walk for 5+ hours during packing activities
- Experience with cooperatives, farming, brewing, food hubs, or deliveries

Details:

- 40 hrs/week, Mon-Fri
- Hours will vary but take place between 7am and 7pm
- Hours will take place at our warehouse in Spokane Valley and on deliveries in Spokane and occasionally throughout eastern WA. Some tasks can be performed remotely.
- Benefits include health insurance reimbursement stipend, sick leave and paid vacation after 30-day trial period, 100% pay-in for PFML, and discounted pricing on LINC Box and LINC Market purchases

Application Instructions:

Email the following to info@lincfoods.com

- Cover letter
- Resume covering relevant experience and skills
- Contact info for 3 professional references

LINC is an equal opportunity employer. LINC prohibits any discrimination against any worker employee or applicant on the basis of race, sex, creed, color, religion, national or ethnic origin, citizenship status, political affiliation, age, disability, marital status or family responsibilities, sexual orientation or veteran status.