



## Job Description

<b>Job Title:</b>	Chief Operations Officer
<b>Reports To:</b>	President & CEO
<b>Positions Supervised:</b>	Director of Agency & Program Services, Director of Facilities, Director of Food Sourcing, Transportation Manager, Sr. Warehouse Manager
<b>Status:</b>	Full-Time
<b>FLSA:</b>	Exempt
<b>Hours:</b>	40 Hours/Week, Mon – Fri (or as needed/required)
<b>Salary:</b>	Starting salary of 130k
<b>To Apply:</b>	<a href="http://www.midsouthfoodbank.org/careers">www.midsouthfoodbank.org/careers</a>

### Job Summary:

The Chief Operations Officer (COO) provides strategic leadership and executive oversight of all operational and programmatic activities of the Mid-South Food Bank in alignment with established policies, goals, and organizational objectives. The COO ensures that all food bank operations comply with Feeding America and AIB standards of practice, and applicable local, state, and federal regulations.

This executive leader directs and supports senior leaders responsible for partner and programs relations, product sourcing, inventory control, facility management, warehousing, and transportation. The COO drives operational excellence through strategic planning, research, evaluation, and performance management, while fostering a culture of continuous improvement.

Working in close partnership with the President & CEO and the executive leadership team, the COO helps develop and execute organizational strategy. The COO builds relationships with peer organizations nationally to identify and implement best practices in food banking logistics and operations. As a senior ambassador of the organization, the COO represents Mid-South Food Bank to customers, donors, business partners, board members, and the broader community.

### Duties/Responsibilities:

#### Key Accountabilities

#### Employee Engagement & Culture

- Foster a diverse, equitable, and inclusive culture where all team members can thrive.
- Attract, develop, and retain top talent across diverse backgrounds.
- Build high-performing teams aligned with the organization's mission and values.

#### Strategic Leadership

- Develop and execute a comprehensive operational strategy that advances organizational goals and maximizes efficiency and effectiveness.

- Lead long-term planning initiatives that strengthen infrastructure, scalability, and service delivery.

### **Compliance & Risk Management**

- Establish and maintain programs and procedures to ensure full compliance with federal and state laws, food safety standards, warehousing and transportation regulations, and Feeding America requirements.
- Implement robust documentation and audit processes to ensure accountability.

### **Operational & Financial Controls**

- Design and oversee appropriate financial and physical control systems to safeguard organizational assets and inventory.
- Ensure operational integrity through disciplined oversight and performance monitoring.

### **Organizational Design & Staffing**

- Develop and maintain an effective logistics and operations organizational structure.
- Ensure appropriate staffing levels and succession planning to support current and future needs.

### **Leadership & Ethics**

- Demonstrate exceptional people leadership by modeling accountability, collaboration, and professionalism.
  - Build trust across all levels of the organization and lead by example.
  - Uphold the highest ethical standards and act in the best interest of all stakeholders.
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## **Key Challenges**

### **Internal**

- **Workforce Balance:** Effectively manage and integrate employees, contractors, and volunteers within a diverse culture.
- **Resource Constraints:** Deliver operational excellence within financial, staffing, and facility limitations.
- **Executive Collaboration:** Work collaboratively with the leadership team to drive performance and achieve strategic objectives.
- **Continuous Improvement:** Identify and implement opportunities to streamline, combine, enhance, or eliminate processes.
- **Change Management:** Lead the successful implementation of new systems, processes, and facilities.

### **External**

- **Talent Competition:** Attract and retain high-caliber operational talent in a competitive labor market.

## **Required or Preferred Qualifications:**

## Core Competencies

- **Executive Leadership & Command Skills:** Confident decision-maker who provides clear direction, especially in times of crisis; energized by complex challenges.
- **Conflict Management:** Addresses conflict constructively; facilitates productive dialogue and equitable resolutions.
- **Customer Focus:** Deep commitment to serving internal and external stakeholders; builds trusted relationships.
- **Talent Development:** Skilled in hiring, developing, and retaining high-performing teams.
- **Interpersonal Effectiveness:** Builds rapport across all levels of the organization and external stakeholders; exercises diplomacy and tact.
- **Performance Management:** Establishes clear objectives and accountability measures; monitors progress and drives results.
- **Organizational & Process Excellence:** Designs efficient workflows; optimizes resource allocation; simplifies complexity.
- **Strategic Planning & Execution:** Scopes initiatives effectively; anticipates obstacles; measures performance and adjusts accordingly.
- **Drive for Results:** Consistently delivers strong outcomes; maintains a high standard of performance and accountability.
- **Team Leadership:** Cultivates collaboration, morale, and shared ownership of results.

## Knowledge and Experience

- Four-year college degree in related field preferred
- Minimum of five (5) years of progressive leadership experience with demonstrated expertise in strategic planning and operational management.
- Experience in logistics, supply chain, warehousing, transportation, or large-scale distribution preferred.
- Knowledge of safe food handling requirements and food safety regulations preferred.
- Strong analytical, data interpretation, and critical thinking skills with a demonstrated ability to drive measurable results.
- Ability to manage operational details while maintaining a broad strategic perspective aligned with organizational mission and goals.

## Work Environment

The Chief Operations Officer operates in a dynamic, mission-driven environment that combines executive-level administrative leadership with active oversight of logistics, food distribution, facilities, and inventory management.

The role requires regular presence in both professional office settings and warehouse environments. The COO will work near forklifts, pallet jacks, large food inventories, and transportation vehicles, and must be comfortable navigating spaces that include noise, temperature variations, and active loading/unloading zones.

Although primarily a leadership position, the role requires routine movement throughout facilities to supervise teams, ensure operational safety, and assess effectiveness in workflow. Occasional

travel within the food bank’s service region is required to visit partner agencies, satellite locations, and mobile distribution sites.

Standard hours are Monday through Friday, with occasional early mornings, evenings, or weekends required to support emergency response efforts, high-volume inventory periods, or special events.

Mid-South Food Bank fosters a collaborative, equity-centered culture focused on service, accountability, innovation, and operational excellence.

**ADA/ADAAA Statement**

Mid-South Food Bank is committed to equal opportunity in employment for persons with disabilities and complies with the Americans with Disabilities Act of 1990 (ADA), as amended, and any other applicable state and federal laws. Accordingly, Mid-South Food Bank does not discriminate against qualified individuals with disabilities regarding application, hiring, advancement, discharge, compensation, training or other terms, conditions, and privileges of employment. Moreover, it is Mid-South Food Bank’s policy to provide reasonable accommodations in employment to qualified individuals with disabilities so that they can perform the essential functions of the job, unless the accommodation would impose an undue hardship on the operation of Mid-South Food Bank’s business or would change the essential functions of the position. Retaliation against an individual with a disability to utilize this policy or seeking reasonable accommodation is prohibited. Individuals with any questions or requests for accommodation should contact the Human Resources Department.

**Job Description Acknowledgement**

All requirements in the job description provided herein indicate the minimum level of knowledge, skills, and/or abilities deemed necessary to perform the job competently. Job descriptions are an overview of the duties, responsibilities, and requirements of the position. Food Bank Employees may be required to perform other job-related assignments as requested.

Upon offer and acceptance of employment, the candidate will indicate their understanding of the requirements, essential functions, and duties of the position by signing a copy of this job description. The Food Bank reserves the right to make appropriate changes in this job description at management’s sole discretion.

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**Employee’s Signature**

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**Mid-South Food Bank Signature**

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**Print Employee’s Name**

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**Print Mid-South Food Bank Name**

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**Date**

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**Date**

**Updated: 02/13/2026**