Deputy Executive Director, Operations
Position Profile

Meals on Wheels of Central Maryland seeks a seasoned Deputy Executive Director for Operations to provide strong leadership and management of the day to day operations for the Home Delivered Meal program, including efficient, quality service delivery. Some major duties include managing the meal delivery process, the routing process and the use of technology for routing, scheduling and reporting. Meals on Wheels enables people to live independently at home through the provision of nutritious meals, personal contact and related services.

The Organization

Meals on Wheels of Central Maryland (MOWCM), founded in 1960, is a nonprofit organization that has been a leader in thinking what is possible to help their clients sustain their optimal health, maintain economic stability and improve their overall quality of life. MOWCM prepares nutritious meals and delivers them to clients in Baltimore City and in Anne Arundel, Baltimore, Carroll, Frederick, Harford, Howard, Montgomery and Prince George’s Counties. MOWCM has a steadfast commitment to meeting the increasing needs of a rapidly growing and diverse, aging population, and provides innovative support services in addition to meal delivery. Their recent focus has been on measurable impact and new programs and services. In FY 2015, MOWCM provided over 1,000,000 meals to almost 3000 clients, through coordinated efforts of more than 1300 highly committed volunteers.

MOWCM is governed by a 20-member Board of Directors, and its day-to-day affairs are managed by its Executive Director. The organization’s annual budget exceeds $9M, and current staffing includes more than 100 employees. The Deputy Executive Director for Operations reports to the Executive Director, and is a member of the Leadership Team along with the Deputy ED for Development and Deputy ED for Finance. This position directly supervises 5 staff members including the Senior Director for Nutrition Services, Director of Home Delivered Meals, Manager of Distribution, and an afternoon/evening manager. Over sixty staff members indirectly report to this position. More information on MOWCM may be found at www.mealsonwheelsmd.org.

The Position

The newly created position of Deputy Executive Director for Operations (Deputy ED, Op) reports to the Executive Director. This position oversees the distribution of the meals including routing and meal delivery for home delivered and congregate meals, the fleet of vans and other vehicles, the staff and volunteer drivers. The Deputy ED, Op will ensure that meals are delivered efficiently, that drivers are properly oriented and trained, and will have all...
The essential duties and responsibilities of the Deputy ED, Op are to:

- Manage the full day-to-day operations of the Home Delivered Meal program and distribution department, including hiring, supervision, and oversight;
- Provide operational oversight of all meal deliveries, including coordinating all routing, and implementing safety and quality assurance procedures;
- Develop, implement and maintain policies and procedures to ensure efficient, effective and safe food distribution according to uniform standards;
- Provide fiscal oversight for the Home Delivered Meal program and distribution department, manage the fleet contract, assist with developing and adhering to an annual budget while monitoring and controlling monthly income statements;
- Ensure that all staff, particularly drivers, are properly oriented and trained;
- Oversee daily procedures and monitor the completion of daily reports;
- Conduct regular staff meetings and provide ongoing staff training;
- Oversee MVA record procedures for all drivers;
- Oversee development and implementation of a vehicle preventive maintenance plan for the entire fleet; and
- Maintain an up to date daily distribution staff schedule, including route and van assignments.

Experience and Attributes

Ideal candidates for this position will have a successful track record of operations within a human service or similar business organization, and a desire to work in an organization that serves vulnerable populations. Highly qualified applicants will bring a variety of experiences and attributes to MOWCM, including:

- Seven-plus years’ experience, and proven success in operations in a mid-sized food service or manufacturing organization;
- High energy and passion for the mission of MOWCM;
- Ability to vision and think strategically while implementing and executing tactically;
- Participation in and an understanding of organization-wide initiatives which translate into operational actions;
- Successful track record of managing, motivating, developing and supporting a large culturally and racially diverse staff;
- Experience using technology for routing, scheduling and reporting;
- Experience with fiscal management, budgeting, and profit and loss statements;
- Excellent verbal and written communication skills;
- Exceptional interpersonal and diplomacy skills including the ability to interact with diverse audiences;
- Ability to prioritize, manage time, and have and inspire a strong work ethic;
- Knowledge of fleet management;
- Ability to work independently and as part of a team;
- Knowledge of Maryland, its environment, people, culture, and geography;
• Valid Maryland driver’s license and access to a car; and
• Bachelor’s degree required.

Application Process

Salary will be commensurate with qualifications and experience and includes a generous benefits package that contains a 401(k). Relocation assistance is not available. To apply, send an email with a cover letter detailing your qualifications, resume, and salary requirements to MOWCM@raffa.com. For further information, please contact Ginna Goodenow at GGoodenow@Raffa.com. Communications will be treated with confidence and resumes will be accepted until the position is filled.

Meals on Wheels of Central Maryland is an equal opportunity employer.