

About Us

Founded in Colorado in 2005, There With Care's mission is to provide a wide range of meaningful and fundamental services for families and children during the critical phase of a medical crisis. We serve families referred by hospital social workers and build support around them through a community of individuals, volunteers, services, and businesses, who ease their burden of life's day-to-day obligations with compassion and care. Our current service locations are Colorado, Middle Tennessee, and the Bay Area of California.

The Role

The Operations Director is responsible for oversight of our warehouse locations in Colorado and Middle Tennessee and serves a critical role in ensuring that There With Care provides meaningful support to our families. In this role, you will be responsible for developing strategy and seamless execution of all operational logistics processes for There with Care facilities, procurement of program goods, inventory management, stocking, packing, and delivery of care packages to families. You will manage a team of Operations Managers and Operations Coordinators including supervising Guest Volunteers. You will apply a continuous, high-level improvement outlook to all current processes, driving effective change where necessary. This position will report directly to the President of There with Care.

The Important Work You'll Do

- Strategic Leadership
 - Provide strong leadership and advocacy for team members.
 - Oversee There With Care warehouse services, ensuring each functional area is adequately staffed, resourced, and supported.
 - Identify and oversee training needs, initiate development of direct reports, and provide support for personnel to facilitate growth and positive morale of staff.
 - Work closely with organizational leadership to execute and enhance the strategy, mission, and budget of There With Care.
 - Develop and drive continuous improvement in visibility and cost management in logistics execution while maintaining quality and service standards.
 - Establishes performance standards for Operations department.
 - Serve as a community advocate for There With Care with key partners and proactively anticipate local volunteer needs and possible partnership opportunities.

- Daily Operations
 - Oversee the activities of Operations Managers, Operations Coordinators and Guest Volunteers, including inventory stocking, weekly inventory pickups, packing and loading, and family deliveries.
 - Ensure all operational activities are carried out in compliance with applicable regulations (i.e., OSHA, FDA, USDA, etc.).
 - Manage and oversee the Operations annual budget, procurement needs, focusing primarily on overall spending and income generated from in-kind.
 - Oversight of Ops volunteer activity; developing and planning volunteer activities supporting the operations team.

- Regularly review operations costs in preparation for bi-annual reporting which entails inventory, budget, and activity summary and analysis.
 - Set policies and refine existing SOPs.
 - Responsible for facility maintenance, layout, and workflow.
 - Maintain a safe and healthy work environment.
 - When necessary, assist with additional tasks and projects not anticipated to help with the overall support of the mission of There With Care.
- Inventory Management
 - Use Salesforce database to manage and forecast inventory.
 - Perform cycle counts of key items and an annual count of all items.
 - Optimize cost and availability through procurement strategy.
 - Manage inventory in external storage locations.
 - Effective Cost Leadership
 - Manage Operations budget and develop strategies aligned with the overall budget targets and create roadmaps to deliver improvements that balance cost with quality.
 - Develop and implement KPIs to optimize the operation.
 - Systems and Data management
 - Oversee and assess effectiveness of current workflows within database; analyze outcomes of processes, automate new workflows when needed, and refine processes over time.
 - Promote There With Care in the Community
 - Cultivate relationships with community partners and key operations vendors.
 - Establish a welcoming environment for volunteers, partners, and other supporters.

Qualities That Might Make You Successful In This Role

- *You Want to be Part of Something Bigger.* Our mission inspires you. The idea of helping families and engaging the community to participate through your skills motivates you.
- *You are a master of your own Time Management.* You are comfortable juggling multiple projects and multiple people and are masterful at prioritizing, and re-prioritizing when necessary.
- *See the Solutions.* Good at solving problems with compassion and care. You are willing to find a solution, adapt, then execute. And when you don't have the answers, you aren't hesitant to ask and learn.
- *Details matter.* You have a sincere desire to understand the details of every aspect of the organization and are not afraid to ask for clarity when needed. You have impeccable attention to detail and put care into all you do.
- *Collaboration Inspires You.* Working as a team, brainstorming and problem-solving together motivates you. You view feedback not as criticism, but as a way to have a better, stronger

outcome. You naturally see ways to engage people and see the importance of building community.

The Important Skills You'll Need To Have

- Must be able to work out of our Colorado location.
- Bachelor's degree with a minimum of 5 years' experience in strategic planning, warehouse management, logistics, purchasing, and activation. Relevant experience may be considered in lieu of required education.
- Excellent communication, interpersonal and organizational skills.
- Excellent conflict-management, and analytical and problem-solving skills.
- Ability to make decisions, problem solve, prioritize tasks, and direct the Operations team in a rapidly growing environment.
- Proficient in MS Suite.
- Experience working with a database (Salesforce preferred).
- Must possess a valid driver's license.
- Strong organizational skills and the ability to manage a large amount of details that accompany tracking the support of a family and their needs.
- While dealing with the movement of inventory, at times, this job will require physical stamina and strength. You must be able to walk, stand, kneel, squat, stoop, and bend for extended periods of time.
- Passion for sharing your skills to create a welcoming Community Space and support the delivery of care to families facing critical illness.

Compensation and Benefits

- Salary Range \$70,000 to \$80,000 (commensurate with experience)
- Full-time, Exempt, 40 hours per week
- Vacation, Sick Leave and Paid Holidays
- Medical, vision and dental benefits
- 401(k) plan

How To Apply:

Please submit your resume and cover letter to: careers@therewithcare.org.

This position is based in our Colorado location.

This position requires a Criminal Background Check. We reserve the right to make employment contingent upon successful completion of a Criminal Background Check.

There With Care is an Equal Opportunity Employer.