



Operations Coordinator

Position Description

Job Title:	Operations Coordinator
Reports to:	Director of Programs & Operations
Location:	In-Person / Atlanta, Georgia
Salary:	\$55,000 annually
Benefits:	Paid holidays, Health Insurance, PTO, and 403(b) plan option
To Apply:	Please submit your resume and cover letter to hr@secondhelpings.info

About Second Helpings Atlanta

Second Helpings Atlanta works to reduce hunger and food waste in Metro Atlanta by rescuing surplus nutritious food and distributing it to nonprofit partners with feeding programs. For more details about our mission, visit secondhelpingsatlanta.org.

At SHA, we value collaboration, curiosity, kindness, and impact. We're a small, resourceful team that builds trust, supports each other, and embraces creative problem-solving while having fun in the process.

Operations Coordinator — Position Overview

The Operations Coordinator plays a central role in supporting Second Helpings Atlanta's partner agency network, food rescue operations, and key programs. The work of this position spans three core areas: partner agency relations, operations & dispatch support, and program management.

While the responsibilities are diverse, the role's rhythm is structured and seasonal. Partner agency visits typically occur 3–4 times per month; Field to Fork produce distributions follow planned cycles throughout the year; and large event food rescues are occasional and project-based rather than daily. Many responsibilities are activated as needed to support special initiatives, pilot programs, or time-sensitive opportunities.

This is an ideal role for someone who enjoys variety and collaboration - someone who can maintain steady, relationship-driven work with partner agencies while also stepping into operational leadership when larger projects arise. The Operations Coordinator works closely with SHA's

leadership and operations team to ensure food moves efficiently, partnerships remain strong, and programs scale thoughtfully across metro Atlanta.

Above all, this role blends consistency and adaptability: steady relationship management, structured program cycles, and occasional high-impact special events that advance SHA's mission to end hunger and food waste.

Partner Agency Coordination

- Act as the primary point of contact for ongoing communication with SHA partner agencies.
- Conduct regular site visits of partner agencies to ensure compliance with policies and procedures.
- Maintain accurate, up-to-date partner agency records at all times, including contact information, hours of operation, storage capacity, and food preferences.
- Manage the rollout and ongoing compliance of Partner Agency Agreements and any future amendments.
- Create and distribute surveys to partner agencies related to holiday schedules, emergency closures, and operational planning.
- Partner with the Executive Director to lead the development and administration of surveys focused on populations served, generating actionable data to better understand community needs and service gaps.
- Identify service gaps in collaboration with the Atlanta Community Food Bank and other partners, and recruit new partner agencies to address unmet needs.
- Address compliance issues or violations with partner agencies in coordination with SHA leadership.
- Facilitate connections between food donors and partner agencies to ensure appropriate, equitable food distribution.

Program Management

- Lead and manage the Field to Fork produce distribution program in collaboration with Retaaza, including confirming shipments, coordinating registrations, responding to partner questions, and supporting on-site execution.
- Coordinate special food rescue projects, including catering donations, pilot programs, and one-time or non-routine rescues.
- Develop on-the-go solutions to logistical challenges and implement creative or non-traditional approaches as needed to ensure timely distribution.
- Assist with planning and execution of warehouse-based distributions and large-scale food rescue events.

Large Event Food Rescue Operations

- Coordinate and manage large-scale, time-sensitive food rescues from major event venues and high-complexity donors, including but not limited to Mercedes-Benz Stadium, State Farm Arena, Truist Park, Georgia World Congress Center, and the FIFA World Cup.
- Serve as the primary operations lead for event-based rescues (such as Taste of Atlanta), including advance planning, load sizing, staffing, vehicle selection, and coordination with partner agencies.
- Provide on-site training and pre-event walkthroughs for volunteers, partner agencies, and donor staff as needed to ensure smooth operations, compliance, and clear role alignment.
- Determine when SHA fleet vehicles, staff drivers, volunteers, or partner agencies with large-capacity trucks are required and coordinate logistics accordingly.
- Ensure compliance with food safety requirements, donor expectations, security protocols, and site-specific procedures.
- Accurately track weights, donation details, and required reporting for all large event rescues.

Dispatch

- Working closely with the Volunteer Coordinator and the Operations Team, coordinate and maintain daily food rescue routes, ensuring pickups and deliveries are scheduled accurately and adjusted in real time as conditions change.
- Serve as the primary point of contact between drivers, volunteers, food donors, and nonprofit partners to resolve route issues, delays, cancellations, or special circumstances.
- Monitor active routes to identify and respond to challenges such as missed pickups, oversized or distressed loads, last-minute changes, or weather and traffic disruptions.
- Update dispatch systems and routing tools to ensure accurate data, timely communication, and efficient use of vehicles and volunteer drivers.
- Support overall route efficiency and equitable food distribution by following established dispatch workflows and collaborating closely with fleet and operations teams.

Operational & Warehouse Support

- Drive fleet routes as needed to support operations.
- Support the Driver / Warehouse Specialist in managing and maintaining the SHA fleet.
- Operating a pallet jack to support warehouse-based food distributions, including the Field to Fork program and other special distributions.
- Participate in weekend and holiday duty rotations with the Operations Team (approximately 1-2 times per month).
- Assist with receiving, weighing, and recording food donations as needed.
- Coordinate special projects and carry out other related duties as assigned.

Work Schedule & Flexibility

- This role requires a high degree of schedule flexibility to support time-sensitive food rescue operations and pilot programs that may occur outside of standard business hours. Depending on operational needs, this may include early-morning, late-night, overnight, weekend, and holiday work.
- Ability and willingness to successfully complete required background checks, security screenings, and site-specific approvals that may be necessary for access to certain donor locations or facilities.
- Comfort working in regulated or secure environments and adhering to all associated policies, protocols, and documentation requirements.

Skills & Qualifications

- Willing and able to pass a mandatory FBI fingerprint-based criminal history records check, a TSA Security Threat Assessment, and a 10-year employment/residential history verification. Additional security screenings may be required
- Strong commitment to SHA's mission and a solid understanding of food rescue and hunger relief operations.
- Excellent relationship-building and communication skills, with the ability to engage diverse stakeholders professionally and collaboratively.
- Strong planning, organizational, and problem-solving skills, with the ability to adapt plans in real time.
- Comfortable using technology and data systems for tracking, reporting, and communication (e.g., CRM systems, Microsoft Office, and Google Workspace).
- Willingness to be trained on and use warehouse equipment such as pallet jacks and forklifts; certification provided if needed.
- Ability to work across office, warehouse, and field environments and perform physical tasks as required.
- Valid Georgia driver's license with appropriate insurance.
- Demonstrated ability to meet deadlines and respond to communications promptly (same business day or within 24 hours).
- Familiarity with food safety standards and operational compliance preferred.
- Forklift certified or ability to obtain certification during onboarding.
- Ability to drive a box truck; experience preferred.
- Ability to lift up to 50 pounds as part of routine duties.

Second Helpings Atlanta is an equal-opportunity employer. We value diversity and inclusivity and encourage candidates of all backgrounds to apply.