



**OPERATION GRATITUDE**  
**Position Description Form**  
**On-Site, Chatsworth CA**

**JOB TITLE:** Director of Logistics  
**DEPARTMENT:** Operations  
**REPORTS TO:** Chief Operating Officer  
**LOCATION:** Required On-site in Los Angeles (Chatsworth, CA)  
**TRAVEL:** 15%

**MISSION + VISION:**

**Mission:** Our mission is to honor the service of our military and first responders by creating opportunities to express gratitude

**Vision:** We envision a future where all who serve believe the American people care

**THE OPPORTUNITY:**

The Director of Logistics reports to the Chief Operating Officer and will oversee all aspects of production, logistics, and distribution to achieve the core mission of the organization. The Director of Logistics will ensure that all production and distribution goals are accomplished effectively and efficiently; that inventory is properly managed, that all safety and regulatory requirements are met or exceeded, that facility and equipment are operational and properly maintained, and that staff & volunteers are prepared and properly engaged in on-site activities

**KEY RESPONSIBILITIES:**

- Ensure the most effective production, logistics, and end-to-end distribution of materials, products, and Care Packages
- Plan and manage the growth of production and distribution capability and capacity to support the organization's strategic objectives
- Identify, utilize, and assess the most effective and efficient channels for local, national, and overseas Care Package distribution
- Maintain physical conditions of all organizational facilities, grounds, and equipment including warehouse, headquarters office spaces, company vehicles, and warehouse equipment
- Manage building and equipment maintenance schedules and coordinate responses to urgent maintenance calls. Coordinate preventative maintenance, required repair, and testing, for all organizational equipment used by the staff and volunteers. Coordinate life cycle replacement plan for equipment as required
- Liaising with vendors and suppliers on behalf of the Operation Gratitude leadership
- Documenting processes and keeping maintenance records
- Monitor maintenance budget spending
- Lead and manage facility warehouse operations
  - Direct and oversee inventory and product management

- Work cross-functionally with directors to complete the annual Inventory Audit
- Provide oversight of production, logistics, & distribution
- Provide recommendations for Care Package contents based on inventory
- Lead warehouse staff (provide direction & assessments to ensure high-performance)
- Manage a real-time physical inventory to provide cross-functional Directors an accurate understanding of solutions for the variety of Care Package configurations
- Collaborate internally and externally to ensure adequate amounts of required inventories of in-kind products and distribution supplies are on hand
- Support Volunteer production activities on and/or off-site
- Manage the orderliness, hygiene, and sanitary conditions of the facility, including trash removal, pest control, and recycling programs
- Direct and oversee staff and volunteers responsible for working with third-party logistics partners on pick-up, transport, and delivery services, (incl. identifying the most cost-efficient way to utilize less-than-truck, truckload & volume freight and negotiating tariffs contracts)
- Maintain a safe and clean work environment. Adhere to all legal and Safety requirements for staff, volunteers, equipment, and facilities
- Respond to complaints, suggestions, or concerns of Volunteers, Recipients, & Donors
- Expected to travel as necessary or as requested by the Chief Operating Officer
- Adhere to organization policies and procedures and federal, state, and local business requirements; enforce compliance and take action when necessary
- Passionately embrace OG's values, principles, vision, goals, and objectives

#### **KEY REQUIREMENTS AND QUALIFICATIONS:**

- Bachelor's degree or equivalent in the field of logistics, transportation, or supply chain management
- 3 - 5 years of warehouse, production, logistics, and distribution leadership experience
- Working expertise in inventory management and logistics accounting
- Experience with Warehouse Management System, Salesforce, and Microsoft Office 365
- Highly organized, self-motivated, able to direct, implement, & assess effective change
- Ability to multi-task in the execution of simultaneous activities and events
- Sound decision-making ability
- Excellent oral and written communication skills
- Bachelor's degree in the field of logistics, transportation, or supply chain management (Master's degree is desired)

**PROFESSIONAL LEVEL:** Full-time, Managerial/Exempt

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#### **COMPENSATION:**

Salary is highly competitive and commensurate with qualifications and experience

(\$80,000-\$100,000) Comprehensive benefits. Possible relocation assistance

Operation Gratitude is an equal opportunity employer

For more information about Operation Gratitude, please visit [www.operationgratitude.com](http://www.operationgratitude.com)

To apply, please email your resume and cover letter to [resumes@operationgratitude.com](mailto:resumes@operationgratitude.com)