



Operations Director

Location: Grafton, MA (primary office) and Harvard, MA. This role combines in-person and remote work. On-site days at both locations are required.

Reports to: Executive Director

Position Type: Full-time, year-round, exempt

To Apply

Please send a resume and cover letter to tori@community-harvest.org with "Operations Director Application" in the subject line. Applications will be reviewed on a rolling basis until the position is filled.

About Us

Community Harvest Project (CHP), a 501(c)3 organization and ALIVE Service Enterprise, is dedicated to engaging and educating volunteers to grow fruits and vegetables for local hunger relief. Through our volunteer farming, education, and leadership programs we bring thousands of community members together annually. Each year our sites host over 6,000 volunteers who work together to grow and donate an average of 270,000 pounds of produce to 26 local hunger relief agencies across central and eastern Massachusetts. CHP operates at Brigham Hill Community Farm and White's Farm in North Grafton, MA and at Prospect Hill Farm in Harvard, MA. For more information about CHP, visit www.community-harvest.org

Position Overview

The Operations Director is a senior leadership position responsible for providing both operations oversight as well as program staff support. They will ensure efficient systems, functioning facilities, farm and volunteer program execution, and alignment with our mission. The Operations Director partners closely with the Executive Director. The ideal candidate is a skilled problem solver, experienced project and people manager, excellent communicator, possesses strong interpersonal skills, and is deeply committed to food access, volunteerism, and non-profit work.

Key Responsibilities

Organizational Leadership

- Collaborate with the Executive Director and Board of Directors to develop and execute long-range expansion and program plans.
- Directly oversee Manager of Farm Operations, Manager of Volunteer Programs, and Administrator, as well as support these positions to manage coordinators and assistants.
- Participate in organizational committee meetings to collaborate with stakeholders and facilitate execution of organizational goals.
- Center the organization's vision of equitable food access and volunteer engagement in strategic decision making.
- Build strong relationships with community partners, volunteers, and vendors.
- Support a culture of equity, collaboration, accountability, and excellence.

Human Resources & Staff Development

- Lead recruitment, onboarding, and training of senior farm and volunteer staff.
- Conduct performance evaluations and provide mentorship to team members.
- Foster professional development opportunities for staff and volunteers.

Farm and Volunteer Operations

- Build out annual program plans with staff and ensure strategic goals are being met, making adjustments when needed.
- Support farm and volunteer staff to ensure they have the necessary resources to oversee crop management, harvest, volunteer and intern support, and distribution.
- Foster collaboration and communication between farm and volunteer staff.
- Evaluate and establish distribution partnerships to ensure highest need populations are being reached.
- Manage contracts, agreements, and leases with partners and vendors.
- Develop and maintain surveys and tracking systems for measuring impact statistics from all stakeholders (volunteers, partners, produce recipients).

Facility Management

- Ensure safe, functional, secure, accessible, and well-maintained facilities for staff, volunteers, and visitors.
- Coordinate with staff, volunteers, contractors, and vendors for repairs, capital improvements, and infrastructure projects.
- Increase energy efficiency and environmental sustainability of the facilities.
- Oversee the maintenance and upkeep of facilities, including barns, parking lots, and roads.
- Oversee barn rental program.
- Update and oversee long-term property and equipment maintenance schedules.
- Monitor compliance with environmental, zoning, and safety regulations.
- Establish and collaborate with the Facilities Committee to complete projects.

Administration and Finance

- Manage operational and facilities budgets.
- Seek out funding and rebate opportunities for infrastructure projects. Coordinate applications, execute projects, and manage reporting requirements.
- Monitor inventory, equipment maintenance, and supply procurement for facilities.
- Support grant reporting by providing accurate operational data and impact metrics.
- Develop and document standard operating procedures to strengthen organizational systems.
- Collaborate with fundraising staff to coordinate funding opportunities for capital projects and operations.

Community Engagement

- Represent the organization at community events, funder site visits, and partner meetings.
- Support volunteer coordination and training alongside program staff.
- Communicate the impact of operations to stakeholders.

Qualifications

- 10+ years of experience in operations, nonprofit management, food systems, or a related field.
- Strong supervisory experience including building and managing teams.
- Proven ability to manage budgets, logistics, and multi-faceted projects.
- Interest in learning about sustainable agriculture practices.
- Excellent organizational, problem-solving, and communication skills.
- Comfort with technology (Microsoft Office, Google Suite, CRMs).
- Commitment to equitable food access.
- Experience executing state or federal grant funded projects is a plus.

Compensation & Benefits

- Salary: \$82,000-\$87,000, depending on experience
- Monthly healthcare reimbursement (QSEHRA)
- 160 hours paid time off annually plus all state and federal holidays
- Professional development support
- Fresh farm produce share during growing season