



Chief Information Officer

Feed. Engage. Strengthen.

Imagine a place where your talent can make a meaningful difference in children's lives. Working at Mountaineer Food Bank is a uniquely rewarding experience in which our employees work together as vital parts of a much larger mission: to feed the hungry in West Virginia. We are innovative, mission-focused, diverse, collaborative, values-driven and focused on results.

We are a West Virginia non-profit and the state's largest feeding organization. Located in the heart of West Virginia, our mission is to feed West Virginia's hungry through a network of feeding programs and engage the state in the fight to end hunger.

What you'll do

We need an aspiring leader to work with our dynamic team of non-profit professionals. This person will have a passion for information management, data and problem solving. You'll use innovation to develop solutions to process and information flow problems to accomplish our mission. You'll need to be able to work on the big picture, while also operate in "hands on" capacity at the food bank. The position is based in Flatwoods, WV.

Here are examples of what you'll be doing everyday:

- Work with our leadership team and board of directors to develop effective strategies to keep our organization moving forward.
- Manage information projects and a small team of non-profits professional while keeping engaged with the whole food bank.
- Lead conversations about information and insights in West Virginia and within the Feeding America network.
- Do your part to help us run smoothly and pitch in wherever you can to advance our mission



And then there's you....

- Senior-level leader with demonstrated success in setting and managing strategy for all information management activities in a non-profit environment.
- Proven ability to build high performing teams. Experienced at leading and coaching development staff.
- Demonstrated success in implementing new technologies and project management
- Proven ability to bring innovation to MFB efforts.
- Ability to work collaboratively with colleagues in a spirited partnership and provide transparency and fiscal responsibility to advance the strategic plan and overall success of the organization.
- Want to be the best. You thrive in a fast-paced environment with tight deadlines, and are always thinking two steps ahead of everyone else.

We are an equal opportunity employer and all applicants will be considered. We are committed to a diverse and inclusive workplace where we learn and work together to change West Virginia.

Mountaineer Food Bank is committed to a competitive salary based on commensurate experience plus a generous benefit package including 100% employer paid health, vision, dental, and life insurance. Also includes paid time off, and 401k option. Send resume, references, and cover letter to chad@mountaineerfoodbank.org by April 1.

Feel free to call or direct any questions about this opportunity to CEO, Chad Morrison at chad@mountaineerfoodbank.org or 304-364-5518. We look forward to talking to you!



Job Description

Job Description Title:	Chief Information Officer	Primary Supervisor(s):	CEO/President
Location:	Gassaway (Up to 50% Remote)	Travel Required:	Light
FLSA Classification:	Exempt - Salaried	Position Status (FT, PT, etc.):	Full-Time
General Workday/Week:	Monday – Friday 7:00-5:00 (4 Days)	Physical Demands:	Light/Sedentary – See Chart
Required Education and Experience:	<ul style="list-style-type: none"> • Bachelor's Degree in a related field. • At least 1 year of experience in information management and the development of processes. • Management experience in a non-profit organization or similar environment is a plus. 	Performance Expectations:	Optional

PHYSICAL / ENVIRONMENTAL DEMANDS: *The table below shows how much on-the-job time is spent in the following physical activities:*

ACTIVITY:	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing		X		
Walking		X		
Sitting				X
Using hands to finger, handle or feel				X
Reaching with hands and arms			X	
Climbing or balancing	X			
Stooping, kneeling, crouching, or crawling	X			
Talking or hearing				X
Tasting or smelling	X			
Driving		X		

This position is described as **light/sedentary physical activity** performing non-strenuous daily activities of an administrative nature. This position requires lifting or carrying items less than 10% of the time. Frequency of weight lifted is as follows: up to 20 lbs. under 1/3 of the time. This position requires both close and color vision as well as manual dexterity sufficient to work with the fingers. This position requires the need to frequently attend meetings before and after work hours. The work environment is well lighted, heated/air conditioned indoor office setting with adequate ventilation. The noise level is moderate, as typical of a business office setting with computers, printers, light traffic and phone conversations.

Equipment Used: Computer/laptop, telephone, copier, fax, scanner, printer, related communications systems



Position Summary

The Chief Information Officer will be a critical member of the executive leadership team, reporting to the CEO. The CIO will lead the information team and serve as the chief data and analytics strategist, effectively leading and managing the data, service insights and supply chain management team to generate timely and accurate information to advance the work of MFB in its mission. This leader will serve as a lead strategist for information flow, responsible for designing and implementing a comprehensive data management plan to support all aspects of the food bank and to create a best in-class development team.

Essential Duties and Responsibilities

Information Management

- Acts as a visible, internal leader with all staff in the information department.
- Works collaboratively with departments to solicit needs and solve problems.
- Develops solutions to improve organizational activities.
- Consults with users to ascertain needs and ensure that facilities meet project requirements.
- Evaluates the functionality of systems and strategize improvements across the organization.
- Manages IT budget. Selects and purchase appropriate hardware and software.
- Works with Development team to project needs and solicit funding.
- Ensures information system reports are accurate and timely.

Supply Chain Management

- Manages the in-bound and out-bound flow of food, manages inventory, receiving and product sourcing.
- Manages inventory and sourcing to keep accurate records and inventory flow using our Primarius inventory management system.
- Consults and advises on technology solutions to improve inventory processes, product flow and warehouse management.
- Manages team on supply chain including donated, commodity and purchase food programs.

Service Insights

- Develops a robust service insights program to collect data on clients, donors, volunteers, etc. that is maintainable and sharable across platforms.
- Works with Agency Relations and Programs departments to develop and roll out service insights to member agencies and community partners across the state.

Operational Leadership

- Manages and reports appropriate insights and metrics in support of the strategic plan.
- Inspires team members to aspire to outstanding customer service for a diverse set of stakeholders.



- Acts as an active and engaged member of the executive team, building strength and engagement across the organization and specifically with the information team.
- Facilitates cross-department collaborations to leverage impact internally and externally to maximize relationships and ROIs.
- Demonstrates by example the integrity and commitment expected from colleagues, including a high expectation for accountability and results.
- Exercises leadership style that promotes collaboration, appreciates staff initiative, and creates opportunity for professional growth.
- Establishes goals, monitors progress, and coach's employees to empower them to meet their goals.
- Manages information team members around annual goals, metrics, and performance evaluation, conducting monthly meetings with the advancement team and frequent meetings with each direct report.
- Creates a positive environment where two-way communication and strong trust are established.
- Performs other duties as assigned by the CEO.

Job Competencies

- Passion, focus, and creativity around Food Bank vision, mission, and values.
- Strong work ethic with orientation toward accountability, accuracy and continuous improvement.
- Extremely detail oriented and thorough
- Demonstrates skill and personal passion for information flow processes, automation and developing strategies for a more efficient work environment.
- Ability to work as part of a team and effectively collaborate with others to meet goals
- Ability to effectively develop and maintain good working relationships with internal and external (staff, donors and member agency partners, etc.)
- Skilled at managing multiple projects and staff members
- Ability to anticipate and meet deadlines as required.
- Ability to think creatively and with strategic vision; Skilled in out-of-the-box thinking and developing new strategies
- Demonstrates strong leadership skills
- Demonstrates motivation and initiative
- Has the ability to solve complex problems
- Demonstrates a passion for philanthropy.