

# nona lim

REAL : SIMPLE : DELICIOUS

## **BACKGROUND**

Since 2012, Nona Lim has been crafting fresh, healthy foods that are convenient and delicious. The brand's philosophy is that clean, simple cooking yields the best flavor and nutrition. The Nona Lim line of soups, broths, and noodles features Asian favorites, inspired by Nona's childhood in Singapore and the culinary creativity of California. With products that are ready in minutes, Nona Lim makes it easy and delicious to eat well and fuel an active lifestyle. All Nona Lim products are sold in the refrigerated section. In the last few years, Nona Lim has been recognized widely for both clean label and great taste with awards from Clean Eating Magazine, Prevention Magazine, and SOFIs in 2015 and 2017.

Nona is proud to have built her business in West Oakland near a hub of other artisan food manufacturers. Nona Lim is the 2013 recipient of the Oakland Youth Friendly Business Award, takes pride in being a Certified Green Business with Alameda County, and won the SBA Emerging Business Award in 2016. Nona is also a current member and past President of the SF Professional Food Society and is also a Board Director for the Specialty Food Association.

**POSITION TITLE: Director of Operations**

**REPORTS TO: VP of Finance**

**CLASSIFICATION: W-2, Full-time, exempt**

## **PRIMARY JOB FUNCTIONS:**

The Director of Operations provides leadership, direction, and resource stewardship to the organization's production and supply chain function. This role will direct seamless execution of product and process quality to ensure the highest level of customer and consumer satisfaction. P&L responsibilities include: Manufacturing Margin, and Warehousing & Distribution. The role will be involved in all aspects of manufacturing, co-packer management, supply chain management as well as day-to-day operations.

This is a tremendous opportunity to get in on the ground floor with an experienced team and venture capital backed startup to build the next iconic natural foods brand.

Areas of responsibilities include:

### Manufacturing/Quality

- Responsible for the design and implementation of policies and procedures to ensure that quality standards are met during production
- Drive superior plant performance and build the culture by gaining an in-depth understanding of plant processes and behaviors through on-site visits and providing real time coaching and guidance. Apply/teach both functional and leadership skills.
- Plan, coordinate, and control the daily operations of the production team through its managers.
- Manage the demand planning process that achieves high service levels, appropriate inventories, and lowest total cost.

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- Manage QA to develop and maintain useful raw material, packaging, and finished product specifications
- Ensure that flawless crisis management procedures are in place and tested
- Continuously improve all aspects of product quality through regular GMP audits of copackers, vendors, and distributors
- Maintain compliance with nutritional labeling and product package claims
- Maintain/develop all required product certifications (e.g., Non-GMO Project, Fair Trade, Kosher, etc.)
- Manage overall company-wide recall plan
- Collaborate with R&D to develop manufacturing instructions for new products and processes
- Work with cross functional partners to identify options for manufacturing existing and new products. Recommend optimum production solutions for the needs of the business
- Serve as a liaison between vendors, copackers, and customers on quality initiatives
- Build the skill set within the organization by assessing and developing talent, setting and holding people to clear and high expectations, developing and executing succession plans.
- Support VP of Finance and CEO through the analysis, development and execution of initiatives including product strategies, capital plans, staffing plans, etc. Manage risk at all phases and achieve expected results within budget and on schedule

## Supply Chain

- Oversee the order processing and fulfillment functions
- Manage the inventory, warehousing and logistics activities to optimize budget, cost and schedule requirements.
- Seek out new suppliers to improve the reliability and efficiency of the Company's supply chain
- Negotiate pricing and agreements with key suppliers to insure a continuous source of supply to support the overall business needs.
- Identify cost savings opportunities and develop recommendations to reduce costs and improve efficiencies.
- Identify and manage supplier contractual risks and opportunities for improvement.
- Ensure current suppliers have adequate capacity to meet company's growth trajectory
- Monitor supplier capacity and production attainment to limit interruptions in supply. Identify root causes and corrective actions where issues exist
- Using the consensus forecast, create and communicate rolling forecast to all suppliers.
- Oversee the raw material planning and purchasing functions.
- Oversee the direct to consumer business through our third party fulfillment partners.
- Reporting of all Operations metrics, including on-time measures, fill rates, freight costs, etc.

## **SKILLS & EXPERIENCE:**

- Food manufacturing experience required
- Must have a minimum of 5-10 years of experience in supply chain management, preferably including company owned plants as well as 3rd party co-packers.
- Strong analytical, numerical, and reasoning abilities.
- Have experience selecting and managing suppliers, including negotiating price, risk management, and contract management.
- Have a proven track record working in a successful team environment

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## **IMPORTANT CHARACTERISTICS:**

- You are an inspiring, passionate leader and agent of change
- You have a natural talent for creating a vision and sharing it effectively with a team, encouraging them to reach the desired performance goals
- You are known to be methodical and well organized;
- You can hustle, and are driven to excellence and results
- You are collaborative, resourceful, and able to excel in an entrepreneurial environment
- You have a great positive can-do attitude and openness to feedback

## **WORKING CONDITIONS/PHYSICAL REQUIREMENTS:**

- Able to sit and use a computer for extended periods of time; ability to answer phones, and utilize a variety of office equipment.
- Able to stand at least 40% of the time as needed and be in manufacturing facilities.
- Able to lift a minimum of 40 lbs. and reach overhead.
- Able to travel in an automobile or plane.
- Travel up to 10% of the time
- Flexible working hours dependent on production hours.

## **COMPENSATION:**

- Commensurate with experience.
- Base salary and bonus
- Equity
- Healthcare

If interested, please email your cover letter and resume to [nona@nonalim.com](mailto:nona@nonalim.com). Please do not call.