



Program Coordinator: Grocery & Food Rescue **Position Description**

Department: Programs & Services

Status: Full-time, Non-Exempt, Hourly pay range \$18-\$19 (DOE)

Schedule: Monday – Friday, 40 hours per week

Benefits: We offer excellent Benefit Plans including incremental PTO Plan; 11 Paid Holidays plus a Birthday Floating Holiday. 403b retirement plan with a match. Medical & Dental insurance plans with majority paid by employer. Life Insurance plan paid by employer. Employee Assistance Program.

***Second Harvest Food Bank requires all new hires to be fully vaccinated for COVID-19.** This policy complies with all applicable laws. If any questions regarding this policy, please inquire.

Would you like to go to work knowing that every day you'll be making a real difference in the lives of at-risk people in your community? At Second Harvest Food Bank that's exactly what you'll be doing. Every moment of your workday will directly impact our mission to provide food for those who need it, when they need it. **Come join our upbeat, collaborative team who are improving lives every day by taking hunger off the table.**

About Second Harvest Food Bank of Orange County

Second Harvest Food Bank (SHFB) is a purpose-driven organization committed to doing whatever it takes to ensure all are well fed. Providing dignified, equitable and consistent access to nutritious food creates a foundation for community health and is a catalyst for societal transformation. Since 1983 we have been a source of food security to all members of our community when they need our help.

POSITION PURPOSE: The role of the Program Coordinator is to manage the Partner Pickup and the Recurring Delivery program models. The primary objective of this position is to coordinate all aspects of both product allocation programs to ensure food-insecure individuals and families are being provided fresh, nutritious food at locations throughout Orange County.

ESSENTIAL FUNCTIONS:

Partner Pick-Up

- Oversee all aspects of coordination for the Partner Pickup (PPU) program.
- Develop, maintain, and cultivate all new and existing relationships with PPU partners.
- Set proper expectations for partners to ensure the program model is carried out by partner staff and volunteers at all times – including communication expectations.
- Manage the Partner Pickup calendar, including coordination with SHFB Operations Department and fellow Programs & Services team members who need to schedule appointments on the calendar. Take ownership of the proper use of the calendar and ensure scheduling isn't being done outside of the agreed upon hours of the PPU office.
- Place all interested and approved partners in an available, recurring timeslot on the calendar based on their need and storage capabilities – weekly, biweekly, monthly, etc.
- Submit Partner Pickup orders on time, based on assigned order generating timeframes.
- Foster a strong sense of partnership via the Partner Pickup program model – seeking to understand our partner needs and working with them to find creative solutions. Regularly engage in conversation with partners about their product needs and capacity and adjust recurring pickup schedules and orders to accurately reflect information gained during those conversations and through other interactions.



- Proactively look for solutions to partner challenges in executing the Partner Pickup program model, including providing guidance and/or working with internal SHFB departments to overcome obstacles.
- Must maintain the integrity of the Partner Pickup program model at all times. Must use proper judgment when solving problems and identifying creative solutions, to not create workarounds or loopholes.
- Provide ongoing support to Partner Pickup partners via email, phone calls and in-person or Zoom meetings, as needed.
- Ensure partner compliance with program rules and regulations, as detailed in the SHFB Partner Pickup Procedure (including punctuality, behavior, and food safety rules). Communicate directly with partners that are not following Partner Pickup expectations; follow all non-compliance procedures if situation continues to escalate.
- Ensure all Partner Pickup information in documents, files, and spreadsheets are kept up to date.
- Communicate and work with SHFB Operations department to effectively execute the Partner Pickup program, as needed.

Recurring Deliveries

- Undergo program development (including brainstorming, ideation, and program creation) to determine what the future of the Recurring Delivery program will look like.
- Oversee all aspects of coordination for the Recurring Delivery program.
- Develop, maintain, and cultivate new and existing Recurring Delivery partners.
- Set proper expectations for partners to ensure the program model is carried out by partner staff and volunteers at all times – including communication expectations.
- Coordinate recurring delivery schedules with each partner and the SHFB Logistics department.
- Submit Recurring Delivery orders on time, based on order generating timeframes.
- Provide ongoing support to Recurring Delivery partners via email, phone calls and in-person or Zoom meetings as needed.
- Communicate and work with SHFB Logistics and Operations departments to effectively execute the Recurring Delivery program, as needed.
- Proactively look for ways to continuously improve the Recurring Delivery program model, including its effectiveness and how we can continue to better meet the needs of our partners.
- Utilize the potential cross-over between Partner Pickup and Recurring Deliveries to identify and best meet the needs of our community partners.
- Demonstrate Service Excellence and Integrity when carrying out all aspects of program management.

OTHER DUTIES INCLUDE:

- Provide continuous feedback and insight to direct Supervisor and the Director of Programs & Services about product needs; advocate on behalf of your partners so that we can better understand their needs and build our operating plan around those insights.
- Actively participate in weekly team meetings and report updates, concerns, and successes in group meetings and at 1:1s.
- Conduct partner monitoring visits in collaboration with the Partner Compliance & Capacity Coordinator, as assigned by direct Supervisor and/or the Director of Programs & Services.
- Attend webinars and trainings to increase food bank, food insecurity, and Feeding America knowledge.
- Assist in collecting client stories for grant reports and various Development Department needs.
- Other duties as assigned.



PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS:

- Ability to lift 25 pounds to carry equipment and supplies as needed.
- Regular driving throughout Orange County.
- Extended periods of sitting to meet with clients and while working on a phone and computer.
- Indoor office environment and indoor warehouse environment with moderate noise at food bank location.
- 10%-20% of time spent off-site at Community Partner locations and attending various meetings.
- Office hours are 8am – 4:30pm, but schedule varies based on Department needs. Possible evening and weekend hours.

REQUIREMENTS:

- Bachelor's degree or equivalent job experience.
- Bilingual (English/Spanish – written and verbal) preferred.
- Must be proficient in Microsoft Office: Word, Excel, Outlook, and PowerPoint.
- Experience with program coordination a huge plus.
- A professional who is a reliable communicator and actively engaged member of the team.
- Self-starter with the ability, confidence, and good judgment to move projects forward with minimal supervision from direct Supervisor.
- Relationship management skills. Nurture strong professional relationships with coworkers, current and potential partners, and external stakeholders.
- Excellent, professional verbal and written communication skills. Communicate comprehensively with the Director of Programs & Services, on an on-going basis.
- Proven experience using logical reasoning to identify areas for improvement and problem-solve. Proactive about seeking solutions in order to meet Program, partner, and team goals.
- Dedication to continuous improvement and experience with making changes that lead to improved results.
- Time-management and organizational skills. Proficient in handling multiple tasks and timelines.
- Experience with databases and analyzing data to influence programmatic shifts needed.
- Excellent data entry skills. Prior experience utilizing complex databases is a plus.
- Proven team player. Understand the collective effort it takes to distribute millions of pounds of food out into the community via our Partner Network each month, and work across the team and organization in order to succeed together. Volunteer to assist co-workers within and across departments of Second Harvest within reason so as not to negatively impact personal workload.
- Compassionate and strong. Sensitive to partners' and clients' hardships and empathetic and committed to working in partnership with our partners to find solutions that are mutually beneficial.
- Flexible and adaptable to change. Understand that non-profit work is constantly evolving and be comfortable with shifting priorities.
- Commitment to living out Second Harvest's core values of Compassion, Integrity, Stewardship, Service Excellence and Diversity.
- Valid Driver's License and Insurance.



The above statements are intended to describe the general nature and level of work performed, rather than to be an exhaustive list of all duties, responsibilities, and skills required for the position. The position duties may be changed at any time at management's discretion. This position description is not intended to create contractual obligations of any kind.

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed above are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Second Harvest Food Bank of Orange County, Inc. is an Equal Opportunity Employer