



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

Department: Programs & Services

Status: Full-time, Non-Exempt, Hourly

Hourly Pay Rate: \$19.16 Hr.

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 Grocery Rescue Program and Food Rescue donations. The primary objective of this position is to coordinate all Partner Network aspects of these product rescue-driven programs to ensure food-insecure individuals, families and students are being provided fresh, nutritious food at locations throughout Orange County.

ESSENTIAL FUNCTIONS:

- Oversee all aspects of coordination for the Grocery Rescue Program in collaboration with the other Grocery Rescue Program Coordinator.
- Develop, maintain, and cultivate new and existing Grocery Rescue partnerships.
- Train and supervise a portfolio of Grocery Rescue partners. Set proper expectations for program operations to ensure the program model is carried out by partner staff and volunteers at all times.
- Make strategic, intentional decisions about partner store pick-up schedule based on store needs, partner capacity, and product mix.
- Proactively look for anomalies in the data and seek out answers from partners to correct errors.
- Proactively look for solutions to partner challenges in executing the Grocery Rescue Program, including providing guidance and/or working with internal SHFB departments to overcome obstacles.
- Communicate and work with SHFB Sourcing and Logistics departments to effectively execute the Grocery Rescue Program, as needed.
- Ensure all Grocery Rescue and Food Rescue donation pounds are received and confirmed by the 9th of every month for the previous month.
- Ensure all Grocery Rescue Program information in documents, files, and spreadsheets are kept up to date.
- Oversee all aspects of coordination for Food Rescue donations that are non-Grocery Rescue related.



OTHER DUTIES INCLUDE:

- Assist with the setup and reporting for various food drives, as applicable.
- 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 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.
- Provide partners with additional information on other services and referrals, including CalFresh eligibility and application assistance.
- Other duties as assigned.

PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS:

- Ability to lift 25-50 pounds to carry equipment and supplies as needed.
- Regular driving throughout Orange County.
- Extended periods of sitting 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) is 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, Grocery Rescue partners – current and potential, and external stakeholders.
- Flexible and adaptable to change. Understand that non-profit work is constantly evolving and be comfortable with shifting priorities.
- 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.
- Compassionate. Sensitive to partners' and clients' hardships and empathetic and committed to working in partnership with our partners to find solutions that are mutually beneficial.
- 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