



## **Program Coordinator: Senior Grocery & Park-It Market Position Description**

**Department:** Programs & Services

**Status:** **Temporary Position – Covering Leave of Absence – Approx. 4 months with possibility of extension**, Full-time hours, Non-Exempt, Hourly pay \$19.16

**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 Senior Grocery Program and the Park-It Market Program. The primary objective of this position is to coordinate all aspects of both feeding 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 Senior Grocery (SG) & Park-It Market (PIM) Programs.
- Develop, maintain, and cultivate new and existing partnerships.
- Train and supervise all Program sites. Set proper expectations for program operations to ensure the program model is carried out by partner staff and volunteers at all times.
- Coordinate site delivery schedules with each partner and SHFB Logistics department.
- Work closely with SHFB Logistics department on PIM schedule and any delivery disruptions.
- Submit SG & PIM orders on time, based on assigned order generating timeframes.
- Ensure SG & PIM monthly reporting is completed on-time and accurately by all partners.
- Proactively look for solutions to partner challenges in executing both Programs, including providing guidance and/or working with internal SHFB departments to overcome obstacles.
- Provide ongoing support to partners via email, phone calls and in-person or Zoom meetings as needed.
- Ensure partner compliance with program rules and regulations, as detailed in both Program Agreements.
- Ensure all Program information in documents, files, and spreadsheets are kept up to date.
- Communicate and work with SHFB Logistics and Operations departments to effectively execute both Programs, as needed.



**OTHER DUTIES INCLUDE:**

- Provide continuous feedback and insight to 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.
- Attend webinars and trainings to increase food bank, senior hunger, 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 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.
- 25%-50% 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, 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*