



## **Project Manager (Service Insights)** **Position Description**

Department: Programs & Services

Status: Full-time, Exempt, Salary \$65,000/year

Schedule: Monday – Friday, ~ 40 hours per week, fully remote; with occasional partner site and office visits within Orange County.

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**

In collaboration with our partners, we provide dignified, equitable and consistent access to nutritious food, creating a foundation for community health.

**POSITION PURPOSE:** The Project Manager (Service Insights) will oversee the development and implementation of a new strategic initiative developed by Feeding America, Service Insights. Service Insights aims to gather real-time data about the people our work serves. The data collection will shape future strategies to support our partners and the community. This position is a grant funded one-year position, with the possibility of an extension. This position will follow a comprehensive guide / toolkit developed by Feeding America and its first year is strictly a planning year.

### **ESSENTIAL FUNCTIONS:**

- Oversee the planning phase of a new initiative, Service Insights.
- Conduct an internal readiness assessment.
- Conduct partner surveys and gauge partner readiness.
- Develop a Business Plan for Service Insights.
- Develop Agency Rollout Strategies.
- Develop a Risk Management Plan.
- Develop a Change Management Plan.
- Develop Service Insight related KPI's.
- Create comprehensive multi-year project budgets.
- Develop analytical presentations to share with key stakeholders, including members, research partners, board, staff, and leadership.
- Work with management team to structure an analytic environment that supports ongoing problem-solving, leveraging expanding data tied to people and ending hunger.
- Train staff on data use, data analysis, and data systems as needed.

### **OTHER DUTIES INCLUDE:**

- Provide continuous feedback and insight to the Senior Operations Manager about initiative; actively participate in weekly 1:1s.



- Attend webinars and trainings to increase food bank, Service Insights, and Feeding America knowledge.
- Other duties as assigned.

**PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS:**

- Ability to lift 25 pounds to carry equipment and supplies as needed.
- Occasional driving throughout Orange County to visit partner distribution locations.
- Extended periods of sitting while working on a phone and computer.
- Remote hours are 8am – 4:30pm Monday - Friday, but schedule may vary occasionally based on partner location visits, including occasional evening and weekends.

**REQUIREMENTS:**

- Bachelor's degree or equivalent job experience.
- High analytic skills.
- Excellent data entry skills. Prior experience utilizing complex databases is a plus.
- Must be proficient in Microsoft Office: Word, Excel, Outlook, and PowerPoint.
- Self-starter with the ability, confidence, and good judgment to move projects forward with minimal supervision from direct Supervisor.
- 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.
- Flexible and adaptable to change. Understand that non-profit work is constantly evolving and be comfortable with shifting priorities.
- Maintains a positive and solutions-based attitude, even while under pressure and/or managing competing priorities and deadlines.
- Displays effective communication and team player skills.
- Takes ownership, initiative, and pride in their work.
- Ability to work independently with minimal supervision and guidance.
- Displays a clear understanding of professional behavior and etiquette.
- Meets or exceeds goals, or diligently works to course correct when needed.
- Advanced relationship building skills.
- Commitment to living out Second Harvest's core values of Integrity & Accountability, People First, Compassion, Purpose Driven & Stewardship.
- Valid Driver's License and Insurance.

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