



## **Programs Specialist (Product Flow) Position Description**

Department: Programs & Services

Status: Full-time, Non-Exempt, Hourly starting pay \$24.04

Schedule: Monday – Friday, 40 hours per week, 5 days in-office

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's (SHFB) Vision: An Orange County with food and nutritional security for all. Our Mission: In collaboration with our partners, we provide dignified, equitable and consistent access to nutritious food, creating a foundation for community health. Since 1983 we have been a source of food security to all members of our community when they need our help.

**POSITION PURPOSE:** The Programs Specialist (PS) will lead the effort to equitably allocate food items from our Distribution Center (DC) to our network of community partners, utilizing our inventory management system (Ceres). The PS will serve as the Programs & Services Department representative in cross-departmental communication, meetings, and efforts related to product allocation. The PS will help to elevate Second Harvest's current product allocation strategies by learning and implementing new processes for greater effectiveness.

### **ESSENTIAL FUNCTIONS:**

- Oversee the flow of product through our DC to our Partner Network, including the implementation of the Push Distribution Model and utilizing allocation strategies as needed.
  - Ensure Push Model is being carried out in a way that matches partner demand and does not over-allocate product unnecessarily. Close evaluation of monthly partner statistics reporting, and patterns will be required to ensure allocation matches need.
  - Begin learning about and building out Ceres allocation functionality.
  - Implement Ceres allocation functionality and eventually lead the majority of daily order generation.
- Daily tasks:
  - Daily Expedited Order of Operations ("top-off") order generation and coordination with Operations of highly perishable items.



- Daily “push list” communication and coordination with Operations & the Order Generators.
- Daily DC walks, discussions, and decision-making for items to be prioritized for processing.
- Daily communicating with Operations about inventory questions.
- Weekly tasks:
  - Communicating with Sourcing about product needs, trends, and feedback from partners.
  - Communicating with Operations & Sourcing about Harvest Solutions Farm product flow.
- Regular communication with Sourcing about TEFAP Sourcing and planning.
- Utilizes knowledge of supply and demand to effectively plan short and long-range planning of product allocation.
  
- Through effective communication and planning, reduces the impact of food bank closures on product availability to maximize distribution and minimize waste.
- Evaluate and investigate customer complaints as part of a cross-departmental group.
- Serve as our department’s point-person for product recalls and ensuring that we are informing our partners and carry out our pieces of the Recall procedure.
- Serve as our department’s point-person for ensuring partners receive and return supplies, in collaboration with Operations & Logistics.

**OTHER DUTIES INCLUDE:**

- Provide continuous feedback and insight to the Director of Programs & Services about product needs.
- 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, child hunger, 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.
- Indoor office environment and indoor warehouse environment with moderate noise at food bank location.
- Office hours are 8am – 4:30pm, but schedule varies based on Department needs. Possible evening and weekend hours.

**REQUIREMENTS:**

- Bilingual English/Spanish preferred.
- Bachelor’s degree or equivalent job experience.
- High technical and 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 strong 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 Compassion, Integrity & Accountability, People First, Purpose Driven.
- 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