



Program Coordinator: Grocery & Food Rescue
Position Description

Department: Programs & Services

Status: Full-time, Non-Exempt, \$24.04 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'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 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:

Grocery Rescue Program

- 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.
- Ensure partner compliance with program rules and regulations, as detailed in the Grocery Rescue Program Agreement – including food safety and reporting requirements.
- Provide annual training and any needed training refreshers to all Grocery Rescue partners. Do so in collaboration with the SHFB Sourcing Department.
- Support the success of your Grocery Rescue partners by ensuring they have all needed documents on how to sort, weigh and report the product. Provide a scale and freezer blankets.
- Coordinate grocery store pick-up schedules with each partner and in collaboration with the SHFB Sourcing Department. Ensure all needed grocery store pick-ups are covered, or work with Sourcing team to determine a solution.
- When new grocery stores open up or pick-up schedules shifts and there are pick-ups to fill: Oversee onboarding new partners to the Grocery Rescue Program; including acting as a Grocery



Rescue Program advocate (sharing the potential impact of the program on their organization and clients). Relationship building and a bit of a sales mentality will be key to ensuring our donor pick-ups are fulfilled by our network.

- When determining partner pick-up schedule, retail donor assignments should be based on Partner need, location of retail store to the Partner, type of product, and Partner capacity for storage.
- Ensure Grocery Rescue pounds received reporting is completed on-time and accurately by all partners – due by EOD Monday of the following week. Carry out corrective action procedures as needed if reporting is not being completed on time or is not being done accurately.
- Confirm all GR pounds received via MealConnect/Ceres on a continuous basis in order to keep up with data collection and ensure MealConnect/Ceres is kept up to date.
- Proactively look for anomalies in the data and seek out answers from partners to correct errors.
- Act as a liaison between the retail donor (via the SHFB Sourcing Department) and the Grocery Rescue Partner to resolve any challenges.
- 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.
- Proactively look for ways to continuously improve the Grocery Rescue Program, including its effectiveness and how we can continue to better meet the needs of our partners.
- Provide ongoing support to Grocery Rescue partners via email, phone calls and in-person or Zoom meetings as needed.
- Communicate and work with SHFB Sourcing and Logistics departments to effectively execute the Grocery Rescue Program, as needed.
- Work alongside the SHFB Sourcing Department to continue to expand the Grocery Rescue Program – when new donors are added to the program, and/or by working with the Sourcing department to expand donations (for example, at stores that only donates bread). This expansion is dependent upon donor buy-in, and the timing of new donors being added to our portfolio.
- Ensure all Grocery Rescue Program information in documents, files, and spreadsheets are kept up to date.
- Demonstrate Service Excellence and Integrity when carrying out all aspects of program management.

Food Rescue donations

- Oversee all aspects of coordination for Food Rescue donations that are non-Grocery Rescue related.
- Periodic food rescue opportunities come up throughout the year (ranging from local donors with a small number of pallets, all the way to a large-scale produce convention with truckloads of available product). You will be responsible for coordinating partner pick-ups or deliveries of product based on partner needs and capacity to transport/safely store the product.
- Work closely with SHFB Logistics and Sourcing departments, as needed.
- Ensure partners weigh the product and accurately report pounds received via MealConnect by EOD Monday of the following week.

OTHER DUTIES INCLUDE:

- Ensure all Grocery Rescue and Food Rescue donation pounds are received and confirmed by the 9th of every month for the previous month.
- Assist with the setup and reporting for various food drives, as applicable.
- Assist with invoicing for Grocery Rescue deliveries and direct drops to partners when SHFB is covering GR routes.
- 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 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) 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.
- 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