



Program Coordinator: Mobile Pantry & Recurring Delivery **Position Description**

Location: Irvine, CA
Department: Programs & Services
Status: Full-time, Non-Exempt, \$25.44/Hour
Schedule: Monday – Friday, 40 hours per week, Hybrid: in-office 3 days & remote 2 days per week
Benefits: We offer excellent Benefit Plans including incremental PTO Plan; 15 + 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.

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 of Orange County 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.**

We are committed to living out the Food Bank's core values of **Integrity & Accountability, People First, Compassion, Purpose Driven, and Stewardship** in pursuit of our mission.

POSITION PURPOSE: The role of the Program Coordinator is to manage the Mobile Pantry Program and the Recurring Delivery Program. The primary objective of this position is to coordinate all aspects of both feeding programs to ensure food-insecure individuals, families and children are being provided fresh, nutritious food at locations throughout Orange County.

The Mobile Pantry (MP) Program entails large-scale food distributions at our partner locations with food delivered by SHFB. Each distribution provides fresh produce and other perishable and staple items for 50-600 families. We currently have 42 MP partners, those partners host around 90 MP distributions each month.

The Recurring Delivery (RD) Program entails delivery of food to our partners for them to restock their pantries. Most of our RD partners receive food from us weekly. We currently have 87 RD partners.

ESSENTIAL FUNCTIONS:

Mobile Pantry and Recurring Delivery

- Oversee all aspects of coordinating the MP Program and the RD program.
- Develop, maintain, and cultivate new and existing MP and RD partnerships.
- Train and supervise a portfolio of MP and RD 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.
- Ensure 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 MP & RD partners via email, phone calls and in-person or Zoom meetings as needed.
- New or potential MPs and RDs provide best practices, guidance and support for pantries that are newly established. Connect partners with other MPs and RDs that can provide guidance.

- Conduct compliance site visits at each MP and RD distribution location within assigned portfolio. Visit all partners once or twice per year, as needed.
- Ensure partner compliance with program rules and regulations, as detailed in the MP Program Agreement and the Partnership Agreement.
- Proactively look for ways to continuously improve both programs, including their effectiveness and how we can continue to better meet the needs of our partners and their clients.
- 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 the MP Program and RD Program as needed.
- Demonstrate Service Excellence and Integrity when carrying out all aspects of program management.
- Provide continuous feedback and insight to the Product Flow Specialist 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, food & nutritional insecurity, and Feeding America knowledge.
- Assist in collecting client stories for Grant Reports and various Development Department needs.
- 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, working on computer or on phone.
- Indoor office environment, indoor warehouse environment with moderate noise at food bank location.
- Up to 25% 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:

- Bilingual English/Spanish required.
- Bachelor's degree or equivalent job experience.
- Must be proficient in Microsoft Office: Word, Excel, Outlook, and PowerPoint.
- Experience with coordinating programs a huge plus.
- A professional who is reliable, proactive 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.
- Nurture strong professional relationships with coworkers, partners – current and potential, and external stakeholders.
- Excellent professional verbal and written communication skills. Communicate comprehensively with direct supervisors and 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.
- 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, 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 Integrity & Accountability, People First, Compassion, Purpose Driven, and 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.