



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

Location: Irvine, CA
Reports To: Program Supervisor
Status: Full-Time, Hourly, Non-Exempt; \$26.28 - \$27.83/hour (DOE)
Schedule: Monday – Friday, 40 hours/week, Hybrid: in-office 3 days & remote 2 days
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 and Employee Assistance Program paid by employer.

Would you like to go to work knowing that every day you'll be making a real difference in the lives of community members in Orange County? At Second Harvest Food Bank that's exactly what you'll be doing – contributing to our mission to provide food for those who need it. You'll be working alongside team members who are committed to living out the Food Bank's core values of **Integrity & Accountability, People First, Compassion, Purpose Driven, and Stewardship**. **Come join our upbeat, collaborative team who are improving lives every day.**

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 for all members of our community when they need our help.

POSITION DESCRIPTION:

The role of the Program Coordinator is to manage the Senior Grocery and Park-It Market Programs. The primary objective of this position is to coordinate all aspects of both feeding programs to ensure food-insecure individuals, families and seniors are being provided fresh, nutritious food at locations throughout Orange County.

The Senior Grocery (SG) Program involves pop-up food distributions at 40+ senior centers, affordable senior apartment complexes, and churches, with food delivered by SHFB. Each distribution provides fresh product and other perishable and staple items for individuals in attendance.

The Park-It Market (PIM) Programs involves distributing food at 15 senior centers, affordable apartment complexes, community centers, and more via two custom-built trailers designed to serve as a grocery store on wheels. Clients select groceries from the PIM trailers during weekly distributions.

ESSENTIAL JOB FUNCTIONS:

Senior Grocery and Park-It Market

- Oversee all aspects of coordinating the SG Program and the PIM Program.
- Develop, maintain, and cultivate new and existing SG and PIM partnerships.
- Train and supervise a portfolio of SG and PIM sites. Set proper expectations for program operations to ensure the program model is carried out by partner, staff, and volunteers at all times.
- Carry out new partner onboarding processes, re-application processes, as well as on-site, hands-on partner training and re-training as needed.
- 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 anomalies in the data and seek answers from partners to address concerns.
- Proactively look for solutions to partner challenges in executing both programs. Including providing guidance and/or working with internal SHFB departments to overcome obstacles.
- Conduct compliance site visits at each SG and PIM distribution location. Visit all partners once or twice per year, as needed.



- Ensure partner compliance with program rules and regulations, as detailed in the SG & PIM Program Agreements.
- 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 is kept up to date.
- Communicate and work with SHFB Logistics and Operations departments to effectively execute the SG Program and PIM Program as needed; work closely with SHFB Logistics department on PIM schedule and any delivery disruptions.
- 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 SG & PIM 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 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 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.
- Must have prior professional experience in non-profit or program coordination.
- Bilingual (written and verbal) in Spanish, Vietnamese, or Korean is preferred in addition to English.
- Must be proficient in Microsoft Office: Word, Excel, Outlook, and PowerPoint.
- A professional who is a 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 Supervisor, Manager, and the Director of Programs & Services on an on-going basis.
- Proven experience using logical reasoning to identify areas for improvement and to problem solve. Proactive about seeking solutions 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.
- 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.