Program Coordinator: Grocery & Food Rescue
Position Description

Location: Irvine, CA
Reports To: Program Supervisor
Status: Full-Time, Hourly, Non-Exempt, $27.83 - $29.37/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 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 Grocery Rescue Program and Food Rescue donations. The primary objective of this position is to coordinate all Partner Network aspects of these food donation programs to ensure food-insecure individuals, families and students are being provided fresh, nutritious food at locations throughout Orange County.

The Grocery Rescue (GR) Program involves extensive coordination and support of our 75+ partners that pick-up food donations from 250+ local grocery stores via 900+ pick-ups each week. The GR Program is carried out in collaboration with our Food Sourcing Department and the food donors they partner with. Each month, nearly 40% of all food distributed by SHFB partners is acquired through the GR Program.

ESSENTIAL FUNCTIONS:

Grocery Rescue Program

- Oversee all aspects of coordinating the Grocery Rescue Program in collaboration with the GR Program Coordinator and Supervisor, and as detailed in the GR Program manual.
- Primarily work with a portfolio of 40+ GR partners.
- 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 other SHFB departments to determine a solution.
- Troubleshoot GR partner challenges or store concerns as they arise. Follow feedback procedure.
- Ensure all GR pickup poundage receipts are submitted each week by all GR partners within assigned portfolio. Carry out corrective action procedures for late or missed reporting, as needed.
- Proactively look for anomalies in the data and seek answers from partners to address concerns.
- Develop, maintain, and cultivate new and existing Grocery Rescue partnerships.
- Train and supervise partners in assigned portfolio. Set proper expectations for program operations to ensure the program is always carried out by partner staff and volunteers.
- Conduct annual GR partner training and additional training as needed.
- Ensure partner compliance with program rules and regulations, as detailed in the Grocery Rescue Program Agreement – including food safety and reporting requirements.

- Carry out new GR partner onboarding processes.
- Conduct compliance site visits at GR partner locations, as assigned.
- Provide ongoing support to GR partners via email, phone calls and in-person or Zoom meetings as needed.
- Ensure all Program information in documents, files, and spreadsheets are kept up to date.
- Proactively look for solutions to partner challenges in executing the GR program. Including providing guidance and/or working with SHFB Sourcing department to overcome obstacles.
- Proactively look for ways to continuously improve the Grocery Rescue Program, including its effectiveness and how to better meet the needs of our partners.
- Demonstrate Service Excellence and Integrity when carrying out all aspects of program management.
- 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 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 (written and verbal).
- Bachelor's degree or equivalent job experience.
- Must have prior professional experience in non-profit, program coordination, or grocery retail.
- Must be proficient in Microsoft Office: Word, Excel, Outlook, and PowerPoint.
- 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 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.
- 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.