



## **PROGRAM MANAGER: Food Pantry**

### **Job Description**

#### **Purpose:**

The Food Pantry Manager improves access to healthy food for households experiencing food insecurity in our service area. The position is responsible for the day-to-day operations of the Food Pantry. The position plans, organizes and monitors effective and efficient food acquisition, storage, tracking, and distribution. The Manager ensures exemplary customer service for internal and external stakeholders and customers, and meaningful experiences for volunteers.

#### **Essential Functions:**

##### **Program Management**

- Assist Food Pantry applicants and clients. Reviews applications and determines eligibility of applicants for food assistance, provides information regarding policies, procedures, and eligibility requirements of the program; sets and observes appropriate boundaries with clients; complies with client confidentiality and civil rights protocols.
- Maintains a highly organized food pantry. Responsible for the cleanliness and orderliness of the food pantry and for meeting relevant federal, county, and United Food Bank standards for food safety, quality, handling, storage, and pantry hygiene requirements. Assures that perishables and nonperishables are rotating out with minimal waste.
- Seeks and coordinates partnerships with food donors and other food systems groups to increase the volume of in-kind contributions to the pantry and minimize food waste
- Manages the acquisition and distribution of food including evaluating inventory choices, cost comparisons on food products, ordering, and collecting/processing weekly donations from partners. Proactively ensures ample weekly food supply.
- Operates the agency vehicle(s) in safe manner during the transportation of food and ensures regular maintenance and upkeep occurs.
- Serves as the principle coordinator for food/water drives.
- Oversee proper disposal of unusable food including making appropriate use of compost bins.
- Demonstrates professionalism, compassion, and sensitivity in all interactions with stakeholders, employees, volunteers, and participants
- Fosters strong internal and external customer relations and handles customer complaints
- Performs other duties as assigned

##### **Staff and Volunteer Management**

- Schedules and directs staff, assigns and evaluates their work, and provides training, supervision, and encouragement. Conducts personnel actions in accordance with agency policies and procedures.
- Trains, organizes and supervise volunteers and community service workers for service in the food pantry. Works with the Volunteer Coordinator to identify and meet volunteer needs.

##### **Contract Management/Compliance**

- Prepares and maintains accurate and timely records, performs data entry, and prepares reports using prescribed data tracking system(s)
- Responsible for meeting fund source requirements and providing recommendations for continuous program improvements

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- Distribute and collect customer satisfaction surveys, record, analyze, and report results, and provide recommendations for continuous improvement.
- Assists the Director of Finance with tracking receipt and expenditure of program funds

**Qualifications/Experience:**

- Requires Bachelor's degree in related field plus 2 years directly related experience at the supervisor or manager level
- A minimum of 1-year experience with volunteer recruitment, training, and supervision
- Current driver's license and clean driving record
- Food Safety background
- Must be highly organized, motivated, self-directed, and remain flexible under pressure.
- Attention to detail and ability to organize and set priorities is essential.
- Capable of delivering exemplary customer service. Maintain a compassionate, respectful, and professional demeanor in all interactions with the public. Excellent communication skills.
- Computer literacy (Microsoft Office and web-based data management systems)
- Capable of managing multiple tasks with strong problem-solving skills
- Demonstrated strong organizational skills.
- Works well independently with minimum supervision.
- Bilingual English/Spanish preferred

**Physical Requirements:**

This job requires the ability to perform the essential functions contained in this description. These include, but not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfil one or more of these requirements:

- Lifting files, boxes, and food items
- Ability to lift 30 lbs
- Bending, reaching, stooping to gather food items
- Bending and reaching to load food into cars and other vehicles
- Working in extreme weather conditions

**License/Certifications:**

- Food Manager Certificate or ability to obtain upon hiring
- Level One Fingerprint Clearance Card
- CPR/First Aid a plus

**Status:** Full-time /Exempt, 40 hours/week.

**Hours:** Monday/Wed/Friday 7:00 AM to 3:00 PM, Tues/Thurs 7:30 AM to 6:00 PM, subject to periodic variation and changes.

**Benefits**

We are committed to providing a robust additional benefit package to complement compensation. This package includes paid holidays, vacation and sick time accrual that increases with tenure, as well as medical, dental and vision insurance, life insurance, disability benefits, Health Savings Account, Employee Assistance Program, telemedicine, and retirement. Additionally, TCAA pays 100% of the employee premium for medical insurance.

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