



Tempe Community Action Agency

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.

Supervision Received and Exercised:

- Receives general supervision from the Senior Program Manager - Food Systems
- Exercises supervision over the Food Pantry Assistant, Agency Driver. Indirectly supervises volunteers.

Essential Functions:

Duties may include, but are not limited to, the following:

Program Management

- Oversee all functions of the Food Pantry operations including; food boxes, TEFAP, CSFP, to-go bags, grocery rescue, etc. to ensure customer satisfaction and compliance with all regulations, codes, and funding source requirements.
- Provide Food Pantry applicants and clients with 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 food acquisition and distribution 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 all-agency vehicle(s) in safe manner during the transportation of food and ensures regular maintenance and upkeep occurs. Maintains all agency vehicles to ensure they are operating including arranging for vehicle repair and maintenance appointments.
- Collaborates with the principal coordinator for food/water drives.
- 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.
- Meets with clients to answer questions, de-escalate situations, and settle grievances. Directs and demonstrates professionalism, compassion, and sensitivity in all interactions
- Performs other duties as assigned.

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Staff and Volunteer Management

- Schedules and directs staff, assigns and evaluates their work, and provides supervision, direction, and encouragement.
- Conducts personnel actions in accordance with agency policies and procedures.
- Conducts volunteer engagement, training, and supervision.
- Provides ongoing training to ensure staff and volunteers are knowledgeable and capable in proper food handling regulations, participant wellness checks, emergency response procedures and social services resources/referrals.
- Develops, manages and disseminates work schedules. Distributes food service responsibilities to ensure adequate coverage based on changing participant volumes; arrange for substitutes as needed.
- Work with Director of Public Engagement to engage and retain volunteers.

Contract Management/Compliance

- Prepares and maintains accurate and timely records, performs data entry, and prepares reports using prescribed data tracking systems.
- Responsible for meeting fund source requirements and providing recommendations for continuous program improvements.
- Distribute and collect customer satisfaction surveys, record, analyze, and report results, and provide recommendations for continuous improvement.
- Carefully tracks and manages program expenses to align with approved budgets, while reconciling with finance regularly.
- Apply program and contract policies and procedures and proper food handling, safety, storage, and sanitization standards.
- Works closely with other agency departments to ensure agency systems and protocols are followed.

Qualifications/Experience:

- Requires Bachelor's degree in related field plus 2 years directly related experience at a supervisor/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:

- Ability to lift 60 plus lbs.
- Bending, reaching, stooping to gather food items.

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- Bending and reaching to load food into cars, box truck, van and other vehicles.
- Working in extreme weather conditions.
- Ability to stand for extended periods of time.

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:

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.

Salary: \$55,000-\$63,000

Hours:

Monday - Friday: 7:00AM — 4:00PM - Subject to periodic variation and changes including but not limited to weekends.

Benefits: At TCAA, we believe that our employees are our greatest asset. To show our commitment to their well-being and professional growth, we offer a comprehensive benefits package designed to support and enhance work-life balance. Our key benefits and perks for most positions include, but aren't limited to:

- 14 paid holidays annually
- Accrued vacation and sick time that increases with tenure
- Medical, dental and vision insurance including PPO and health savings account options, with employee medical premiums covered at 100% by TCAA
- Life insurance, disability benefits, accident coverage, and retirement
- Employee Assistance Program
- Simple IRA with company match up to 3%
- Annual merit Increases
- Paid time off to volunteer

TCAA is committed to fostering, cultivating, and preserving a culture of diversity, equity and inclusion and an environment where every employee feels valued and empowered to bring their whole selves to work. The collective sum of the individual differences represents a significant part of our culture, reputation, and achievements. We believe that together, we can achieve greatness by embracing our differences and working collaboratively towards a common purpose.

We're eager to meet people that believe in our mission and can contribute to our team in a variety of ways - not just candidates who check all the boxes. We consider an equivalent combination of knowledge, skills, education, and

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experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role. We want people to feel comfortable expressing their true selves and to come, stay, and do their best work here.

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