

**Gleaners Community Food Bank of SE MI**  
**Job Description**

**Job Title:** Program Manager  
**Reports To:** Director of Operations and Project Management  
**FLSA Status:** Exempt  
**Department:** Operations  
**Last Update:** August 2020

The Program Manager will facilitate planning and execution management of assigned programs. Key responsibilities include program deliverables management (scheduling and directing program specific staff and resources), reporting (in Primarius, dashboards and other project specific tools), and performance assessment to ensure achievement of program commitments/targets. The scope of this position spans project operations management for Gleaners' Healthcare Initiatives.

**Essential Duties**

1. Facilitate appropriate planning for assigned programs, including engaging cross-functional expertise, developing required schedules and resource allocation sufficient to ensure robust program execution to deliverables.
2. Oversee/direct day-to-day program execution, including timely decision making, and working with warehouse operations and other functional teams to ensure program outcomes in line with target.
3. Assist in the development of program menus and monitor menu execution, including oversight of food ordering and inventory management.
4. Track and report program performance in a timely, accurate and effective manner, ensuring deliverables and inventory management in line with program requirements.
5. Perform assessment of program performance to deliverables; take appropriate action to communicate and enable achievement of program commitments.
6. Supervise and direct the work of assigned program resources (including direct reports and other project related resources); provide positive and constructive feedback to team members.
7. Promote and enable a positive work environment where team members feel empowered, engaged and connected to Gleaners' mission and strategic plan. Foster a culture of professionalism, safety, and excellence.
8. Regularly communicate and coordinate program activities with healthcare and community partners.
9. Serve as an active, supportive, and engaged member of the Gleaners management team. Collaborate with other functional teams to enable achievement of organizational goals.
10. Demonstrate support for Gleaners' mission, vision and values throughout all professional responsibilities and activities
11. Other duties as assigned

**Scope of Position:**

Budgetary Responsibility: Moderate  
Personnel Responsibility: High  
Access to Confidential Info: High  
Supervisory responsibility: High  
Donors: Moderate  
Volunteers: Moderate  
Food Partners: Moderate  
Outside Vendors: Moderate

## **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

## **Education/Experience**

- Bachelor's degree in Business, or other relevant area required.
- Project management experience preferred; organized with attention to details
- Demonstrated ability to prioritize competing demands in line with program objectives
- Experience working in fast-paced environment, and making sound, timely decisions
- Demonstrated initiative and results orientation to ensure deliverables are met in line with expectations
- Experience in public health or healthcare a plus
- Ability to analyze results and direct appropriate action to drive improvement a plus
- Demonstrated service orientation, with experience working in and with high-performing teams a plus

## **Language Ability**

Excellent verbal and written communication, and interpersonal skills required; ability to effectively interact at all organizational levels and with diverse backgrounds is essential

## **Math Ability**

Ability to effectively track expenses to budget, and deliverables performance to target. Ability to analyze data, distinguish trends and direct appropriate action to drive improvement a plus.

## **Reasoning Ability**

Demonstrated problem-solving and decision-making ability to correct unforeseen issues on the spot during events. Ability to multi-task, prioritize and perform under pressure.

## **Computer Skills**

Proficiency in Excel required to support data analysis, tracking and reporting.

## **Equipment**

The position requires operation of standard office equipment including, but not limited to: personal computer, printer, fax machine and telephone.

## **Work Environment**

The standard work environment is an office setting with fluorescent lighting and temperature and humidity controlled by air conditioning and heating. The noise level in the work environment is usually low. The employee will occasionally be required to perform duties in a wide variety of settings (e.g. warehouse or industrial environments, outdoors, other corporate settings).

## **Physical Demands**

The employee must occasionally lift and/or move up to 35 pounds. While performing the duties of this job, the employee is frequently required to speak, hear, and use hands. Moderate amounts of walking, sitting, or standing are occasionally required.