

Gleaners Community Food Bank of Southeastern Michigan Job Description

Job Title: Program Supervisor
Reports To: Program Manager
FLSA Status: Non-Exempt
Department: Programs
Last Update: October 2020

The Program Supervisor is responsible for supervising all activities of the Gleaners operated **School Food Mobile (SFM) and Senior Food Mobile (SrFM)** programs, including oversight of program content and initiatives in our five-county region.

Essential Duties and Responsibilities

1. Complete regular site visits to Gleaners Community Food Bank (GCFB) SFM, SrFM site partners to ensure adherence to local health department, Feeding America (FA) and GCFB policies and procedures.
2. Monitor and coach program site partners by providing technical assistance. Communicate issues with program manager as appropriate.
3. Review program data for accuracy and completeness.
4. Prepare and submit monthly performance reports for sites.
5. Track and monitor program goals.
6. Assist with processing new site applications and annual site renewal process.
7. Plan, develop, and conduct ongoing training for site partners. Complete necessary documentation.
8. Participate in the recruitment, selection and on-boarding processes for new program staff.
9. Participate in daily communication and problem solving with community partners and program manager.
10. Work closely with program manager to accomplish day-to-day service delivery, and substitute for program staff as needed.
11. Work with cross-functional staff, including the operations team.
12. Demonstrate and support the Gleaners mission, vision and values throughout all professional responsibilities and activities.
13. Other duties as assigned.

Scope of Position:

Budgetary Responsibility: Low
Personnel Responsibility: Low
Access to Confidential Info: Moderate
Supervisory responsibility: High
Community contact: High
Donors: Low
Volunteers: Moderate
Food Partners: Low

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

1. Bachelor's Degree in Nutrition/Dietetics, Public Health, Nonprofit Management, or related fields, OR at least 1-2 years complementary work experience with a bachelor's degree in an unrelated field, required.
2. Two years of supervisory experience, preferred.

3. Experience working in community health, school environments, or nonprofits, preferred.
4. Experience multitasking, prioritizing, and supervising multiple sites or accounts, preferred.
5. Bilingual in Spanish and/or Arabic, not requirement but a plus.
6. Requires the ability to work with diverse populations.
7. Requires flexibility of scheduling, including evenings and occasional weekends.
8. Requires a valid driver's license and proof of insurance.
9. ServSafe certification desirable, but not required.

Language Ability

Excellent verbal and written communication skills; with the ability to write routine reports, and correspondence are required. Strong interpersonal skills with all contacts, internal and external, are required.

Math Ability

Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance. Basic knowledge of bookkeeping desired.

Reasoning Ability

Strong analytical skills are required. Ability to proactively address and creatively solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should be proficient in Microsoft Office suite, particularly in Excel. Ability to utilize virtual platforms required.

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 often be required to perform duties in other settings (i.e. 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 as well as long periods of sitting or standing are occasionally required.

Remote Work

The essential duties and responsibilities of this position requires the program supervisor to report to the office/warehouse and in the field approximately 75-80% of the time. Pending 6 months of employment and supervisor approval, remote work may be available for this position.