

Gleaners Community Food Bank of Southeastern Michigan Job Description

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

The Program Supervisor is a full-time position responsible for executing the activities of the **Summer Food Service Program (SFSP)** and **Child and Adult Care Food Program (CACFP)**.

Essential Duties and Responsibilities

1. Maintain food delivery site records, including but not limited to the number of meals delivered, the number of meals served, participant attendance.
2. Analyze the number of meals ordered, the number of meals served and site attendance in order to maximize reimbursement.
3. Prepare weekly meal order, including daily adjustments, for submission to food service vendor.
4. Ensure monitoring requirements are satisfied, according to Michigan Department of Education (MDE) guidelines.
5. Create Excel worksheets and conduct routine data entry.
6. Monitor program data for accuracy and completeness.
7. Conduct, record and report CACFP monitoring to MDE.
8. Monitor and coach both staff and community partners to ensure adherence to MDE program standards and the policies and procedures established by Gleaners Community Food Bank (GCFB).
9. Plan, develop and conduct on-going training for program staff and community partners.
10. Coordinate and supervise the daily work of seasonal program monitoring staff, including participation in the recruitment, selection and on-boarding processes.
11. Participate in daily communication and problem solving with program staff and community partners.
12. Develop corrective action plans, when necessary, to ensure program fidelity and partnership compliance with MDE program standards and GCFB policies and procedures.
13. Review and/or revise program processes as needed with guidance from supervisor.
14. Work closely with Program Manager to accomplish day-to-day service delivery and assists with tasks related to other positions as needed.
15. Demonstrate and support the Gleaners mission, vision and values throughout all professional responsibilities and activities.
16. Other duties as assigned.

Scope of Position:

Budgetary Responsibility: Low
Personnel Responsibility: High
Access to Confidential Info: Moderate
Supervisory responsibility: High
Community contact: Moderate
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, Public and Non-Profit Administration, or other related field, at least 1-2 years complementary work experience OR a Bachelor's Degree in an unrelated field, required.
2. Two years of supervisory experience, preferred.
3. Experience in delivery or implementation of USDA programing, preferred.
4. Experience working in community health, school environments, or nonprofits, preferred.
5. Experience multitasking, prioritizing, and supervising multiple sites or accounts, preferred.
6. Bilingual in Spanish and/or Arabic, not a requirement but a plus.
7. Requires the ability to work with diverse populations.
8. Requires flexibility of scheduling, including evenings and occasional weekends.
9. Requires a valid driver's license and proof of insurance.
10. 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 Office

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 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

Under usual circumstances, 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.

However, based on COVID-19 safety measures and state-level recommendations, in-person work will be adjusted accordingly to remote work.