

Gleaners Community Food Bank of SE MI Job Description

Job Title: Administrative Coordinator
Reports To: Program Manager
FLSA Status: Non-Exempt
Department: Program Services
Last Update: December 2020

The Administrative Coordinator is a full-time position responsible for supporting the administrative activities of the **Food Access Programs - primarily for School and Senior Food Mobile Pantry programs and as needed for others (e.g., Kids Helping Kids (KHK), Backpack, Summer Food Service Program (SFSP) etc.)**.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Develop Excel worksheets to track program outputs and conduct routine data entry. Ensure data entry is accurate and complete.
2. Prepare data for completion of monthly performance reports.
3. Process program information, including copying, retrieving, transmitting and filing documents.
4. Oversee scheduling and maintain distribution calendar for mobile pantry program.
5. Maintain partner site information in Primarius software program.
6. Communicate and problem solve with community partners daily.
7. Work closely with Program Managers to accomplish day-to-day service delivery.
8. As needed, address partner and volunteer inquiries via telephone and email.
9. As needed, participate in site visits with program partners.
10. Work closely with cross-functional staff, including the operations team.
11. Demonstrate and support the Gleaners mission, vision and values throughout all professional responsibilities and activities.
12. Other duties as assigned.

Scope of Position:

Budgetary Responsibility:	None
Personnel Responsibility:	None
Access to Confidential Info:	Moderate
Supervisory responsibility:	None
Community contact:	Moderate
Donors:	None
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

1. High School Diploma required; Bachelor's degree in related field, or minimum of three years' experience working in an administrative support role preferred.
2. Strong interpersonal, organizational, and communication skills required.
3. Data entry or administrative experience required.
4. Customer service experience, required.
5. Demonstrated ability to work collaboratively and build relationships to achieve program results.
6. Ability to multi-task in a fast-paced environment.
7. Nonprofit experience preferred.
8. Mission driven with a commitment to team performance.
9. Results-oriented with strong critical thinking skills.
10. Ability to work with diverse populations.

Language Ability

Excellent verbal and written communication skills, as well as strong interpersonal skills.

Reasoning Ability

Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Demonstrated problem-solving and decision-making ability to correct unforeseen issues on the spot during events. Ability to work with volunteers, community leaders, and the public. Ability to multi-task, prioritize and perform under pressure. Ability to adapt to a flexible work schedule is also required.

Computer Skills

To perform this job successfully, an individual should have a thorough working knowledge of the Microsoft Office suite of products.

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. The position may also require intra and interstate travel by automobile, airplane, etc.

Remote Work

Under usual circumstances, the essential duties and responsibilities of this position requires the Project Coordinator to report to the warehouse and in the field 50% of the time. However, based on COVID-19 safety measures and state-level recommendations, in-person work will be adjusted accordingly. Remote work is available for this position to complete the following:

- Administrative tasks that include but not limited to completing program reports, routine paperwork, responding to email and phone calls, and submitting weekly orders.
- Attending virtual meetings with Gleaners Program team and external network partners.