

Gleaners Community Food Bank of Southeastern Michigan Job Description

Job Title: Program Manager
Reports To: Director of Food Access
FLSA Status: Non-Exempt
Department: Programs
Last Update: March 2021

The Program Manager is responsible for managing all activities of the Gleaners' operated **School Food Mobile (SFM), Senior Food Mobile (SrFM), Backpack (BP), Kids Helping Kids (KHK), and Gleaners' Gardens** programs, including implementation of program content and initiatives in our five-county region.

Please Note: A cover letter and resume are both required to apply for this position. Incomplete applications will not be considered.

Essential Duties and Responsibilities

1. Monitor Gleaners' SFM, SrFM, and BP program implementation and adherence to the United States Department of Agriculture (USDA) and Feeding America (FA) standards, and the policies and procedures established by GCFB, while appropriately adapting programming to local needs.
2. Participate in the development of program goals.
3. Track and monitor program goals and expenses.
4. Develop and monitor nutritional guidelines and program menus, including food ordering and inventory management.
5. Manage the USDA food distribution activities, including compilation of documentation for USDA audit.
6. Create and implement plans for new site partnership identification.
7. Plan, develop, and conduct ongoing training for site partners, complete necessary documentation.
8. Manage annual site visits with adherence to FA standards.
9. Supervise and direct the work of employees, student interns and program volunteers, including participation in the recruitment, selection and on-boarding processes.
10. Manage activities included in all KHK programs and support KHK special event requests from external volunteer groups and internal Marketing/Communications team.
11. In coordination with Livingston staff, oversee program goals of the Livingston Victory Garden including recruitment, selection and supervision of seasonal staff.
12. Work closely with cross-functional staff across Gleaners' departments, including the Operations and Volunteer Services teams.
13. Interact with the media on behalf of Gleaners, as requested and approved by communications.
14. Demonstrate and support the Gleaners' mission, vision and values throughout all professional responsibilities and activities.
15. Other duties as assigned.

Scope of Position:

Budgetary Responsibility: Moderate
Personnel Responsibility: High
Access to Confidential Info: Moderate
Supervisory responsibility: High
Community contact: Moderate
Donors: Moderate
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 Dietetics/Nutrition, Public Health or related fields, OR at least 2-3 years complementary work experience with a bachelor's degree in an unrelated field, required.
2. Registered Dietician strongly preferred.
3. Experience implementing school food service/school food nutrition programs, strongly preferred.
4. At least two years of supervisory experience, required.
5. Experience multitasking, prioritizing, and supervising multiple sites or accounts, required.
6. Effective, professional communication skills (written and verbal) and ability to provide consistent, exceptional customer service, required.
7. Experience working in community health, school and/or or nonprofit environments, strongly preferred.
8. Experience working with and/or knowledge of local food systems, small farms, or urban agriculture preferred.
9. Experience in delivery or implementation of USDA programing, preferred.
10. Bilingual, Spanish and/or Arabic, a plus.
11. Requires the ability to work with diverse populations. Understanding of Detroit and Southeastern Michigan preferred.
12. Valid driver's license and proof of insurance, required.
13. 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 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 Manager to report to the warehouse and in the field 75-80% 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 partner

