

**Gleaners Community Food Bank of Southeastern Michigan
Job Description**

Job Title: Program Monitor
Reports To: Program Supervisor
FLSA Status: Non-Exempt
Department: Program Services

The **Program Monitor** is a seasonal position responsible for the day-to-day meal service activities of the **Summer Food Service Program**, including monitoring meal service procedures at 15-20 community sites daily. This position is scheduled 30-40 hours per week for the summer months (approximately June 17 to August 26).

Essential Duties and Responsibilities

1. Maintain a record of the number of meals served and the performance monitoring visits for each of the assigned community sites.
2. Conduct and document the pre-operational, first week of meal service, and fourth week of meal service monitoring visits for each assigned community site.
3. Conduct onsite training for the staff and volunteers at assigned community sites, as necessary.
4. Monitor and coach community partners to insure adherence to the program standards.
5. Provide daily communication and problem-solving support to the community partners.
6. Develop, monitor, and track corrective action plan progress, as necessary.
7. Works closely with Program Supervisor and Program Manager.
8. Demonstrate and support the Gleaners mission, vision and values throughout all professional responsibilities and activities.
9. Other duties as assigned.

Scope of Position:

Budgetary Responsibility: None
Personnel Responsibility: None
Access to Confidential Info: Low
Supervisory responsibility: None
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. Requires a High School Diploma.
2. Associate's Degree, preferred.
3. Requires customer service experience.
4. Experience working with volunteers, preferred.
5. Nonprofit experience, preferred.
6. Requires 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. An individual should be comfortable using both a computer and a tablet.

Work Environment

The standard work environment for this position is in the field, often in a non-air-conditioned setting. When in the office, the office setting is 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.