

## **Gleaners Community Food Bank of SE MI Job Description**

**Job Title:** CSFP Program Administrator  
**Reports To:** Operations Project Manager  
**FLSA Status:** Non-exempt  
**Department:** Operations  
**Last Update:** September 1, 2022

This full-time position is on the Operations team responsible for maintaining compliance for the Commodity Supplemental Food Program (CSFP), and monitoring standards as set by Feeding America, Michigan Department of Education and USDA guidelines. The CSFP Administrator will handle the day-to-day operations of the program, including but not limited to inventory management, partner and volunteer training and monitoring, participant enrollment and communications, and on-site food distribution coordination.

### **Essential Duties and Responsibilities**

Participant enrollment and communications operations include, but not limited to:

- Completing monthly and annual reports and customer surveys
- Collecting monthly reports from partner sites and review for accurate participant counts.
- Monitor caseload to ensure 100% client participation and maintain master participant list and files for all partner sites.
- Review, document and approve participant applications and oversee annual recertification process.
- Handle participant notifications of ineligibility and disqualification.
- Support partner sites in promotion of CSFP distributions to obtain new and maintain existing participants, including collaboration with the Gleaners Communications Team and design of content for promotional flyers, posters, social media posts, mass texts/emails, etc.

Partner and volunteer training and monitoring including, but not limited to:

- Participate in related staff and Agency trainings, included those provided by Gleaners, Michigan Department of Education and Feeding America to successfully operate CSFP.
- Conduct partner trainings including annual Civil Rights training and program compliance training.
- Monitor partner locations for food safety requirements and CSFP compliance via in-person site-visits and regular partner communications.

On-site food distribution coordination includes, but not limited to:

- Create monthly food box menus and work with Gleaners' Operations and Volunteer teams on monthly food box packing schedules and instructions.
- Coordinate with Gleaners' Operations team and partner sites to ensure timely food box deliveries to partner locations.
- Facilitate food distributions at Gleaners-operated locations which includes coordination with Gleaners' Volunteer Department.
- Assist in the assessment of current sites and evaluation of potential new sites; identify and address follow up needs or issues from site visits.
- Monitor CSFP inventory and place monthly food orders in collaboration with the Food Bank Council of Michigan
- Ensure monthly food boxes include appropriate nutrition education materials and coordinate with Gleaners Programs team to facilitate concurrent food tastings, demonstrations, etc.

- Demonstrate and support the Gleaners mission, vision and values throughout all professional responsibilities and activities.
- Promote and enable a positive work environment where team members feel empowered, engaged, and connected to Gleaners mission and strategic plan.
- Foster a culture of professionalism, team cohesion and accountability.
- Other duties as assigned.

### **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.

### **Education/Experience**

- Bachelor's degree in related field.
- Demonstrated ability to manage multiple tasks concurrently; strong time-management skills.
- Ability to take initiative and exercise sound judgement when faced with ambiguity.
- Strong interpersonal skills and experience providing enthusiastic, quality customer service.
- Demonstrated ability to work collaboratively and build relationships to achieve program results.
- Demonstrated flexibility and composure in a fast-paced environment.
- Willingness to learn and adapt to changing program needs; strong attention to detail
- Ability to work with diverse populations.
- Ability to work as part of a team and independently.
- Demonstrated ability to lead program aspects, sites, programs and people.
- Flexibility of scheduling, including evenings and occasional weekends.
- Requires a valid driver's license and proof of insurance.
- ServSafe certification desirable but not required.

### **Language Ability**

Excellent verbal and written communication skills are required. Strong interpersonal skills with all customers and contacts, internal and external, are required.

### **Math Ability**

Ability to add, subtract, multiply, and divide in all units of measure. Ability to use Excel spreadsheets for order/inventory tracking and reporting.

### **Computer Skills**

Should be proficient in Microsoft Office. Specifically, employee is required to use Outlook, Excel and Word regularly to perform the duties of this job. High proficiency in Excel and spreadsheet data management required. Familiarity with virtual meetings and learning platforms required.

### **Work Environment**

The standard office environment is an office setting with fluorescent lighting and temperature and humidity controlled by air conditioning and heating. The employee will regularly be required to perform duties in a wide variety of settings (including outdoors community organizations and residential settings).

### **Physical Demands**

The employee must occasionally lift and/or move items up to 35-50 pounds. While performing the duties of this job, the employee is frequently required to speak, hear and use hands.