

Gleaners Community Food Bank of Southeastern Michigan Job Description

Job Title: Mercado Food Hub Supervisor (Bilingual-Spanish)
Reports To: Agency Relations Manager
FLSA Status: Non-exempt
Department: Operations
Last Update: October 2022

This position is responsible for supervising, overseeing, and executing the efficient distribution of food in Southwest Detroit through the Mercado Food Hub pantry located in the Ford Resource and Engagement Center (FREC).

Essential Duties and Responsibilities

1. Supervise and direct staff and volunteers to ensure food distributions run smoothly and all aspects of distributions are sufficiently covered to ensure achievement of distribution goals.
2. Manage food orders and donated deliveries from Forgotten Harvest and other community donors.
3. Track and report donations to Gleaners Operations team.
4. Establish and maintain adequate records to track inventory coming into Food Hub; maintain inventory accuracy.
5. Maintain and update client enrollment documents and other resources for distribution, including client texting service for appointment reminders and alerts.
6. Oversee training, supervision and recruitment of volunteers and Food Hub interns; track and report volunteer hours to Gleaners Volunteer team.
7. Oversee pantry administrative tasks including enrolling new clients, conducting client intake, scheduling appointments, recording visits, completing program reports, and answering and returning phone calls.
8. Ensure adherence to food safety standards by all employees and volunteers.
9. Work with building security team to maintain best practices for safety.
10. Accomplishes staff job performance results by coaching, encouraging, counseling, and/or disciplining employees; planning, monitoring and appraising job results; conducting training; reinforcing policies and procedures.
11. Demonstrate and support the Gleaners mission, vision and values throughout all professional responsibilities and activities.
12. Promote and enable a positive work environment where team members feel empowered, engaged and connected to Gleaners mission and strategic plan.
13. Foster a culture of professionalism, team cohesion and accountability.
14. Other duties as assigned.

Scope of Position

Budgetary Responsibility: Moderate
Personnel Responsibility: Moderate
Access to Confidential Info: High
Supervisory Responsibility: High
Customer Contact: Donors: Moderate
Volunteers: High
Partner Agencies: Low
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

- Proficiency in oral and written Spanish – **required**.
- Previous supervisory experience leading a team
- Bachelor's degree in related field preferred, but not required.
- Must possess excellent customer service skills and demonstrated experience working with community members (or customers) who may have difficulty understanding the steps involved in food distribution.
- Demonstrated ability to manage multiple projects/tasks concurrently.
- Ability to take initiative and exercise sound judgement.
- Strong interpersonal skills and attention to detail.
- Demonstrated ability to work collaboratively and build relationships.
- Demonstrated flexibility and composure in a fast-paced environment, and a willingness to learn and adapt.
- Ability to work with diverse populations.
- Foster trusting relationships with clients; ensure clients are treated with dignity, respect and confidentiality.
- Maintain positive relationships with the Ford Resource & Engagement Center and with other community members and organizations

Math Ability

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability

Ability to understand and carry out instructions furnished in written, oral, or diagram form.

Computer Skills

Strong computer skills, with proficiency in Microsoft Office Suite of products.

Equipment

The position requires operation of standard office equipment including but not limited to: computer, printer, photocopy machine, cellphone and pallet Jacks.

Work Environment

The standard office environment is an office setting with fluorescent lighting and temperature and humidity controlled by air conditioning and heating. The noise level in the standard office environment is usually low. **There is also a significant amount of time spent exposed to outdoor environment in all weather conditions.**

Physical Demands

The employee must occasionally lift and/or move up to 40 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 walking or standing are required.