

## **Program & Services Manager Job Posting**

### **Work Hours: (Salaried - Full-Time)**

Monday through Friday business hours - some days before 8 am, one Saturday morning per month and some other weekends and evenings required.

### **Position Summary:**

This role is part of the T2T leadership team managing operations for all food recovery and distribution programs. This position supervises and trains program staff, serves as a liaison between the donor and recipient agencies, and is responsible for the development and improvement of program initiatives.

### **Supervision Given By:**

The Food Rescue Program Manager is supervised directly by the Executive Director. Supervision is given in the form of informal communications and an annual performance review.

### **Supervises:**

The Food Rescue Program Manager supervises program staff and AmeriCorps program support.

### Qualifications and Competencies:

- 2+ years of experience in program or services management
- Some staff/volunteer supervision experience, preferably in a social service nonprofit.
- Working knowledge of food waste and food insecurity related missions/services.
- Highly organized, analytical, ability to assess, evaluate, revise, plan and implement work within the context of position responsibilities.
- Functional knowledge and ability to use word processing and database programs, IT-competent – proficient in Microsoft Excel
- Demonstrated ability to connect with others and forge strong relationships. Ability to communicate effectively (oral and written) with the Executive Director, staff, volunteers, donors and recipient agencies in groups or one-on-one. .
- Demonstrated ability to support, network with, and motivate volunteers, staff, donors and recipients
- Personal attributes such as professionalism, commitment to self-improvement and development, friendliness, tact, enthusiasm, creativity, sensitivity, sense of humor, and honesty.

### Licenses, Certifications or Similar Qualifications:

- Ability to be certified in safe food handling practices.
- Preferred qualification: valid driver's license and insurable under organization liability insurance.

## Essential Functions:

### **Program Operations Supervision**

- Manages program staff including scheduling, hiring, training, annual reviews and professional and organizational goal setting.
- Responsible for effective administration of departmental programs and special programming as communicated in contracts and grants.
- Provides leadership for maintaining best practices and food safety compliance.
- Coverage for and involvement in direct program operations duties including food rescue activities and volunteer direction.

### **Leadership & Vision**

- Works with the Program Committee in a manner that supports and guides the organizational goals
- Contributes to the development of T2T's strategic plan and oversees implementation of strategies.
- Works in conjunction with the Executive Director to network within the community to identify gaps in food access services.
- Oversees data collection and assess performance. Implement improvements according to goals defined with the Executive Director.

### **Partner Relationships**

- Manages overall relationship with food donor and recipient partners
- Develops relationships with new partners. Manage waitlists and determine priorities.

### **Budgeting and Equipment Management**

- Participates in the budgeting process by adequately communicating budgetary requirements for all programming.
- Oversees vehicle maintenance schedule, provide input to Executive Director for vehicle budget, track and procure in-kind supplemental services from vehicle vendors

### **Typical challenges this position will face:**

- Frequent interruptions, especially during hours with heaviest volunteer activity.
- Making sound, quick decisions based on available information
- Multiple and shifting priorities and short timeframes
- Lead difficult but necessary conversations with volunteers, partners, or staff

### **Work Environment:**

- Works with a small team in a small business resource environment
- In general, works in an office environment
- May require providing back-up and/or additional help for volunteers as needed.
- Moderate physical demands, position occasionally may be required to lift up to 40lbs