



## JOB DESCRIPTION

**POSITION TITLE: Director of Food Programs & Operations**    **DEPARTMENT: Administration**  
**REPORTS TO: Executive Director**    **EFFECTIVE DATE: October 9, 2023**  
**HOURS: Full Time**    **SALARY: Exempt \$65,000-\$72,000**

PROP is seeking an experienced professional to join an innovative and passionate nonprofit team. We take pride in working within our values of compassion, integrity, and respect. We support an inclusive and collaborative culture of professionalism with flexibility and a space for fun. Given our team's size, we can be flexible and agile in changing our programs and services to meet the changing needs of our client base and community. PROP is looking for Director of Food Programs & Operations who has a passion for our mission to feed, nourish, and strengthen our community. The ideal candidate will have experience successfully managing high-demand and growing direct service programs.

PROP Food Shelf is a nonprofit that has been caring for our neighbors in need for 53 years. Today, we help over 1,200 families in financial distress meet their basic needs while providing additional services to help them on a path toward self-sufficiency. PROP strengthens the community through their food shelf, housing & emergency financial assistance, employment counseling, and other services.

**POSITION SUMMARY:** The primary function of the Director of Food Programs and Operations is to manage the process, personnel, and logistics for all of PROP's food programs, coordinating with the Director of Client Services to ensure excellent customer service that is welcoming, compassionate and respectful. Food programs include the food shelf, Food Mart, Summer Food for Kids, food deliveries, and Snacks in the Schools. This role is also responsible for volunteer recruitment, training, and management. This Director also provides leadership among the management staff in the implementation of organizational change strategies and works closely with the Director of Client Services with shared vision to ensure quality service implementation.

### EXPERIENCE/QUALIFICATIONS:

- Bachelor's Degree or equivalent education and experience
- Experience with service to marginalized and/or historically excluded communities
- Experience recruiting and directing volunteers
- Effective experience supervising staff and volunteers, which includes training to develop culturally sensitive supports for clients
- Strong leadership and team building skills
- Experience working in a nonprofit organization
- Computer knowledge and experience (Microsoft Office, database management)
- Strong written, verbal, and interpersonal communication skills
- Excellent organizational and time management skills
- Excellent customer service skills, demonstrating good judgment, decision-making and negotiation skills

- Ability to problem-solve, demonstrate initiative and resourcefulness, including working independently and as a team member

**PRINCIPAL JOB RESPONSIBILITIES:**

<b>Major Duties</b>	<b>Performance Standards</b>
<p>Manage, in coordination with the Director of Client Services, the Welcome and Service Process</p>	<p>Oversee the day-to-day operations of welcoming and servicing clients in our office space.</p> <ul style="list-style-type: none"> <li>• Co-supervise Client Services Coordinator</li> <li>• Ensure clients are being served efficiently and fairly</li> <li>• Ensure consistent process and policies are followed</li> <li>• Work with Director of Client Services to ensure client service processes are coordinated</li> <li>• Oversee new file set up and data capture for food programs</li> </ul>
<p><b>Food Shelf Programs / Supervision</b></p>	<ul style="list-style-type: none"> <li>• Supervise, train, and support staff and volunteers who implement the food programs</li> <li>• Supervise the Food and Facilities Manager</li> <li>• Supervise the Food Mart Coordinator</li> <li>• Responsible for overseeing all logistics, food inventory, and data collection for food programs</li> <li>• Manage donations, working with Food Manager and Development Director, on food drives</li> <li>• Along with Food Manager, ensure food shelf and warehouse is within state and local fire codes and food safety standards</li> <li>• Ensure food programs follow all food bank policies and requirements</li> <li>• Maintain collaborative relationships with other organizations relating to food program.</li> <li>• Attend meetings, workshops, conferences related to food shelves</li> <li>• Manage the logistics of special food programs, including deliveries, Summer Food for Kids, and Snacks in the Schools</li> </ul>
<p><b>Volunteer Management</b></p>	<p>Manage over 120 volunteers to support PROP’s programs (drivers, Food Mart, food shelf, office)</p> <ul style="list-style-type: none"> <li>• Utilize creative approach to recruit and engage new volunteers according to agency need</li> <li>• Manage the volunteer schedule and staffing for daily food shelf operations; ensure hours are recorded monthly</li> <li>• Develop and implement volunteer orientation and training processes, including written material to ensure the understanding of PROP’s processes and procedures and how they align with agency mission, values and goals</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop relationships with volunteers to ensure a welcoming and comfortable volunteer atmosphere to encourage volunteer retention and longevity</li> <li>• Implement ongoing recognition activities</li> </ul>
<b>Holiday Gift Card Program</b>	<ul style="list-style-type: none"> <li>• Oversee the Holiday Gift Card Program working closely with the Director of Client Services</li> <li>• Work with Marketing and Development to ensure community awareness of special programs/events and garner donations</li> <li>• Recruit temporary staff or volunteers</li> <li>• Work with Director of Client Services to ensure client service support implemented throughout the program</li> </ul>
<b>Administration/Management</b>	<ul style="list-style-type: none"> <li>• Plan and manage budgets</li> <li>• Initiate research and develop program plans for applications for food-oriented grant opportunities</li> <li>• Knowledge and compliance of federal, state, local, and facility rules and regulations as well as policies and procedures</li> </ul>
<b>Organizational Leadership and Effectiveness</b>	<ul style="list-style-type: none"> <li>• Demonstrate PROP's core values: compassion, integrity, respect</li> <li>• Contribute to short- and long-term organizational planning and strategy as a member of the leadership team</li> <li>• Communicate a <i>philosophy of service</i> and instill this philosophy into the way of work for staff, clients and volunteers</li> <li>• Through strategic and systemic thinking, improve efficiencies and/or costs of processes throughout the organization</li> </ul>

**PROP PERKS:**

- Generous paid time off and holidays
- Health and Dental Insurance
- Simple IRA Plan
- Life and short & long-term disability insurance
- Professional Development
- Employee Assistance Plan

**HOW TO APPLY:**

Qualified candidates should submit a cover letter and resume outlining qualifications, experience, and references to [careers@propfood.org](mailto:careers@propfood.org). Applicants should specifically address the required experience in detail for consideration. **Applications accepted until 5:00 p.m. on October 27, 2023.** No phone calls, please.

**Physical Requirements:**

This position works in an administrative office environment that is ADA compliant. Office hours are generally 8:00 a.m. to 4 p.m., with scheduling adjustments to accommodate program fulfillment. One evening shift per week required, either Mondays or Wednesday, with hours adjusted accordingly, 10:30 a.m. to 6:30 p.m. that day. Must be able to remain in a stationary position at least 50% of the time; the

person in this position must operate a computer keyboard and other office machinery, such as a copy machine, printer, and telephone. The person in this position frequently communicates with staff and vendors and must exchange accurate information verbally, in writing, and by phone.

**Equal Opportunity Employer:** It is the policy of PROP to provide an equal employment opportunity to all individuals. We value all employees' talents and support an environment that is inclusive and respectful. We are strongly committed to this policy and believe in the concept and spirit of the law. It is the policy of PROP to comply with all applicable laws that provide equal opportunity to all employees or applicants for employment without regard to race, color, creed, religious belief, gender, sexual orientation, national origin, age, marital status, status with respect to public assistance, disability, age, military status, genetic information, familial status or any other characteristic protected by applicable federal or state law. People of color and people from other underrepresented communities are strongly encouraged to apply.

PROP maintains a policy that all staff and volunteers must be fully vaccinated.