



Central California Food Bank
Job Description

Job Title: Project Manager
Reports To: Director of Programs
FLSA Status: Non-Exempt

Prepared By: Director of Programs
Approved By: Co-CEO
Pay Rate: \$20.00

POSITION SUMMARY:

The Feeding America Client Survey (FACS) Project Manager will be responsible for distributing and administering the client survey to Central California Food Bank (CCFB) program participants across Fresno, Madera, Tulare, and Kings counties. The purpose of the client survey (FACS) is to inform CCFB’s understanding of food insecurity and the populations that experience it, to create a feedback loop between CCFB and the neighbors we serve to determine if programming and services are meeting neighbors needs, as well as demonstrating how our work benefits the people we serve.

The FACS is a measurement tool developed by Feeding America, a national hunger-relief organization comprised of more than 200 member food banks including Central California Food Bank. The FACS provides a validated, customizable survey for food banks to conduct local research to better understand food insecurity in our communities.

The FACS Project Manager will be responsible for implementing the client survey through various data collection methods including in-person and phone surveying, and dissemination of the survey to potential respondents through email, text, social media, and print materials. This individual will collaborate with CCFB programs staff and provide management and training to CCFB volunteers to conduct the client survey. Once sufficient data is collected, the FACS Project Manager will analyze the data and develop methods to present survey findings to CCFB leadership and staff.

This is a temporary 9-month, non-exempt level position; this person is responsible for ensuring the organization’s success in the areas of responsibility outlined below. The following is a list of major duties and responsibilities for this position. It is not all-inclusive. Other duties and responsibilities may be added as needed and, in addition, management as appropriate may modify this job description.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

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.

1. Implement Feeding America Client Survey (FACS)

- a. Assist Director of Programs in developing a plan to execute the Feeding America Client Survey (FACS) to CCFB’s clients via in-person, phone, email, online, print, and other modes of communication.
- b. Assist in determining technology needs for survey implementation; collaborate with IT Manager to set up devices for survey collection and learn how to use and teach the necessary software/applications.
- c. Work with Member Partner Manager, Community Programs Manager, and Program Coordinators to identify CCFB food distribution sites and special programs where clients will be surveyed; determine other outreach methods to identify potential survey respondents.
- d. Determine volunteer needs and work with Volunteer Manager to secure volunteer support and train individuals on how to administer the survey to clients.
- e. **Administer the FACS to food bank clients with the help of a group of trained volunteers through various methods including in-person on a tablet or laptop, or via phone (interviewer-administered); Disseminate the FACS survey link to potential respondents so clients may take the survey themselves**

(self-administered) on their own technology device; utilize print marketing materials, social media, QR codes, email, and other communication methods to distribute the link.

- f. Develop and maintain relationships with program partners and other involved parties to ensure project success.
 - g. Troubleshoot any issues with survey collection relating to technology, survey methods, outreach, communication, volunteer support, and more.
 - h. Regularly seek and encourage feedback from survey respondents, CCFB partner food distribution and special program sites, CCFB programs staff, and volunteers to continually improve the survey collection process, adjusting procedures when necessary and identifying additional strategies to ensure success.
 - i. **Export, interpret, and organize client data collected through the survey utilizing Feeding America's online survey platform and Microsoft office tools; maintain digital folders and files of collected data that is well-organized and easily accessible to CCFB leadership team.**
 - j. **Compile, analyze, and present FACS results and data to CCFB leadership and staff; develop and create presentation documents and informational materials including graphs, charts, and infographics to visually display data and feedback collected from clients.**
 - k. Synthesize and provide relevant survey information to Executive leadership and Programs staff to help inform organizational decisions and future program design to better meet the needs of our clients.
 - l. Compile and provide relevant survey information to Development staff to support the creation of donor-facing and public materials that demonstrate CCFB's community impact and reach.
- 2. Provide excellent customer service to all CCFB customers including CCFB clients, staff, donors, logistics personnel, partner organization personnel, volunteers, board members and the general public:**
- a. Engage in the following tasks or behaviors that represent excellent customer service: timely responses, punctuality, and attendance, treating others with respect, being knowledgeable, providing accurate information, using appropriate non-verbal and verbal communication.
 - b. Ensure compliance with Feeding America and CCFB regulations and guidelines.
 - c. Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

This position does not have supervisory responsibilities but will be responsible for leading and training volunteers with support from the Volunteer Manager and Director of Programs.

MINIMUM QUALIFICATIONS:

- College degree in Business Administration, Communications, or Social Services (preferred but not required)
- 1 or more years' experience working in a non-profit or business setting (preferred)
- Ability to effectively communicate (written and oral) and work well with a variety of stakeholders from different socioeconomic and cultural backgrounds
- Bilingual (Spanish) preferred
- Strong computer skills (word processing, data analysis and management, electronic communication)
- Ability to adapt to quickly changing business environment including learning and applying new training and knowledge
- Demonstrated ability to problem solve, analyze data, make good decisions, and attend to details
- Position requires 75% travel (local)
- Must have valid CA driver's license with good driving record
- Must be insurable by CCFB company vehicle insurance provider

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations will be made in accordance with ADA to enable individuals with disabilities to perform the essential job functions.

This position is located at a warehousing/distribution facility. With warehouse and truck traffic in the facility and grounds, a few steps to walk up into the facility and product stacked and stored throughout, this position requires someone who is

mobile and who can watch for traffic and normal hazards of a warehouse environment. While performing the job duties of this job, the employee is regularly required to sit, talk, and hear. The employee frequently is required to stand, walk and/or reach with hands and arms. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Must be able to use a computer to track detailed data, write reports and receive information; must be able to communicate by phone and in person; must be able to drive to and from meetings, events, and to run errands.

Central California Food Bank is an at-will employer. This means that employment can be terminated at-will by the company or employee and such termination can be made with or without notice.

*Central California Food Bank is an Equal Opportunity Employer.
Central California Food Bank is a proud member of Feeding America.*
