

Central California Food Bank
Job Description

Job Title: Community Programs Manager	Prepared By: HR Manager
Reports To: Director of Programs	Approved By: co-CEO
FLSA Status: Exempt	Pay Rate: \$69,000/Yr.

POSITION SUMMARY:

The Community Programs Manager is responsible for supervising Central California Food Bank (CCFB) Community Programs staff. This includes School Pantry, Groceries 2 Go, Diaper Bank, Senior Hunger, Backpack, and any special grant initiative programs. This management position ensures 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:

- 1. Manage all aspects of CCFB's community programs, including but not limited to program development, implementation, growth, sustainability, compliance, and evaluation. Provide strategic direction to meet CCFB's strategic goals as it pertains to community programs.**
 - Provide recommendations on the development of new community program initiatives that meet the unique needs of CCFB clients.
 - Research and provide recommendations for capacity/process improvements to community programs to meet program-specific outcomes and develop and implement the recommendations.
 - Manage all community program grant execution including program specific reporting, budget, and grant outcomes.
 - Provide necessary support and communications to the Development team in the application process for all community program initiatives.
 - Respond diligently and accurately to all special requests within the scope of special or grant funded programs.
 - Identify and communicate with staff strategic opportunities for program growth and development.
 - Oversee adherence to all Feeding America, CCFB, and other applicable regulations and guidelines.
- 2. Supervise Community Programs Staff including the recruitment, training, monitoring, and development to facilitate performance results.**
 - Assist with hiring, training, coaching, and evaluating performance of direct reports.
 - Enforce Central California Food Bank policies and procedures.
 - Work with direct reports to identify performance metrics and manage/monitor progress for their area of responsibility.
 - Provide teambuilding and timely recognition for Programs staff.

- Approve and submit payroll reports for timely and accurate processing.
- Hold weekly coaching meetings with direct reports.
- Responsible for timely information dissemination/communication with direct reports.
- Identify and communicate with staff strategic opportunities for program growth and development.

3. Information and budget management

- Understand Community Program budgets and work with direct reports to ensure spending is within budget parameters.
- Participate in creation of department budget and appropriately track spending.
- Track and prepare reports as required by Central California Food Bank, Feeding America and other agencies as required.
- Oversee compliance and accuracy for special program records and reports in accordance with FA and CCFB standards and policies

4. Engage in organization capacity-building activities

- Engage as needed in resource development by actively seeking out potential resources in the community.
- Represent and advocate for the organization at the community level.
- Participate in and execute organizational strategic planning and capacity building as assigned.
- Participate in developing internal and external program and agency growth planning.
- Assist in the accurate and timely reporting of agency activities to vital stakeholders.

5. Provide excellent customer service to all CCFB customers including CCFB clients, staff, donors, logistics personnel, agency personnel, volunteers, board members, and the general public.

- Engage in the following tasks or behaviors that represent excellent customer service: timely responses, punctuality, and attendance, treating others with respect, being knowledgeable and providing accurate information, and using appropriate non-verbal and verbal communication.
- Collaborate and build partnerships with Distribution Center staff on event scheduling and agency order fulfillment, and ensure changes are communicated timely.
- Perform other duties and support as assigned.

SUPERVISORY RESPONSIBILITIES:

This position has supervisory responsibilities.

MINIMUM 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 will be made in accordance with the ADA to enable individuals with disabilities to perform the essential job functions.

- Bachelor's degree in Business, Marketing, Community Health or related field.
- 4+ years work experience in the non-profit or social service sector, preferably in the areas of Nutrition Education, Program Management, and/or Community Relations.
- Experience guiding and leading the work direction of others with the ability to coach and develop performance.

- Ability to effectively communicate (written and oral) and work well with a variety of stakeholders from different socioeconomic and cultural backgrounds.
- Willing and able to travel for the organization and occasionally work beyond normal working hours when necessary.
- Demonstrated ability to problem solve, analyze data, make good decisions, attend to details, and manage projects.
- Advanced computer skills (word processing, spreadsheet, email, Adobe, Photoshop, and/or other design software systems).
- 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.*

Central California Food Bank
Job Description Acknowledgement

Job Title: Community Programs Manager	Prepared By: HR Manager
Reports To: Director of Programs	Approved By: co-CEO
FLSA Status: Exempt	Pay Rate: \$69,000/Yr.

By signing below, I am acknowledging that I have received a copy of this job description.

I understand I am to become familiar with my job description's contents as it represents a brief summary of my job duties, which are not all-inclusive and are subject to change, with or without prior notice. I understand it is my responsibility to talk to my manager or Human Resources if I have any questions regarding my individual job responsibilities or any policies and procedures.

Further, I understand that signing this document does not constitute a contract of employment with Central California Food Bank.

Employee Name (Print)

Employee Name (Signature)

Date