



**Central California Food Bank**  
Job Description

|                     |                             |                     |                 |
|---------------------|-----------------------------|---------------------|-----------------|
| <b>Job Title:</b>   | First Fruits Market Manager | <b>Prepared By:</b> | HR Manager      |
| <b>Reports To:</b>  | Director of Programs        | <b>Approved By:</b> | Co-CEO          |
| <b>FLSA Status:</b> | Exempt                      | <b>Pay Rate:</b>    | \$69,000 Annual |

**POSITION SUMMARY:**

The First Fruits Market Manager is responsible for supervising Central California Food Bank (CCFB) First Fruits Market (FFM) and FFM programs staff, and the implementation of CCFB’s Health Zones work. First Fruits Market is CCFB’s free grocery store located at City Center, a collaborative hub of community-based organizations designed to serve neighbors with dignity while addressing a variety of life insecurities experienced by neighbors. Health Zones is a multi-year initiative aimed at addressing economic disparities by reducing barriers to healthy food and nutrition, accessing healthcare, job training, housing, and other direct services. 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. Management and oversight of CCFB’s First Fruits Market (FFM) Program, including but not limited to program improvement, growth, sustainability, compliance, and evaluation. Provide support and direction to meet CCFB’s strategic goals as it pertains to First Fruits Market**
  - Management of FFM through oversight and execution of operational processes and procedures including inventory management, neighbor shopping experience, neighbor intake and technology platform management, and staff/volunteer management
  - Identify community needs with input from diverse stakeholder groups, centering neighbors, and provide recommendations on the development of new process to enhance services provided at FFM.
  - Develop detailed action plans and timelines identified resulting from community needs research/recommendations to enhanced process at FFM and increase community impact.
  - Supervising post-survey data collection to assess neighbor experiences at First Fruits Market
  - Manage all grant execution including FFM specific reporting, budget and grant outcomes and provide necessary support and communications to the Grants Administrator to secure funding for sustained FFM operations.
  - 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. Manage and oversee all aspects of CCFB's 3-year Health Zones (HZ) initiative, which aims to address economic disparities by reducing barriers to healthy food and nutrition, accessing healthcare, and accessing job training. This includes but is not limited to program development, implementation and evaluation. Provide support and direction to meet CCFB's strategic goals and grant requirements for Health Zones (HZ).**
- Facilitate and lead the cross-sector collaboration of 5-10 CBO's and their activities to identify community health needs and adapt interventions over time to produce a meaningful impact on identified local health disparities.
    - Convene a Cultural Food Subcommittee to make recommendations for nutritious foods that are culturally preferred.
    - Convene a Member Partner + Community Organization Advisory Committee, including the Fresno Housing Authority.
  - Expanding food bank/healthcare partnerships to address food and nutrition security for all neighbors in need.
  - The development of a referral pathway to connect neighbors to services and track their care navigation journey and the impact of services over time.
  - Through First Fruits Market, expand access to culturally relevant, nutritious food and meals for neighbors experiencing food insecurity.
  - Work with the HZ Evaluator Consultant to gather pertinent data to track neighbor impact at First Fruit Market and Collaborative partner referrals to address barriers to healthy food and nutrition, accessing healthcare, job training, housing, and other direct services.
- 3. Supervise First Fruits Market (FFM) Programs Staff including the recruitment, training, and development to facilitate performance results. Provide support and guidance to volunteers, workforce development, and other non-staff support to meet First Fruits Market goals and outcomes.**
- Assist with hiring, training, coaching and evaluate performance of direct reports, volunteers and workforce development.
  - 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 FFM staff.
  - Approve and submit payroll reports for timely and accurate processing.
  - Hold coaching meetings with direct reports.
  - Responsible for timely information dissemination/communication with direct reports.
  - Identify and communicate with staff strategic opportunities for professional growth and development through annual goals/performance reviews and quarterly performance check-ins.
- 4. Information and budget management**
- Work with direct reports to ensure spending is within budget parameters.
  - Participate in creation of department/program budget and appropriately track spending.
  - Track and prepare reports as required by Central California Food Bank, Feeding America and other agencies/grantors as required.
  - Oversee compliance and accuracy for special program records and reports in accordance with FA and CCFB standards and policies.

## **5. 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.
- Execute strategic planning and capacity building as assigned.
- Participate in developing internal and external program and organizational growth planning.
- Assist in the accurate and timely reporting of organizational activities to vital stakeholders.

## **6. 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 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 Nonprofit Management, Nutrition, Business, Public Health, Public/Business Administration, Social Work, or related field
- 3+ years work experience in the nonprofit or social service sector, preferably in the areas of Nutrition Education, Social Work, Human Services, and/or Public Health/Administration
- 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 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.*

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**Central California Food Bank**

Job Description Acknowledgement

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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