



# Job Description

## PROGRAM COORDINATOR

Department: Administration  
Approved By: *Maria Pacheco*

Reports To: Executive Director  
Approved Date: 09.30.2020

**HOURS:** This position is 24 hours per week – Monday through Thursday 8:00 am - 2:30 pm PLUS the first Friday of the month 8:00 am to 2:30 pm with occasional after-hours / weekend work.

**PAY RATE:** \$15.00 - \$18.00 per hour

### SUMMARY

The Elk Grove Food Bank Services (EGFBS) Program Coordinator is responsible for coordinating all aspects of the EGFBS food programs, including the Commodity Supplemental Food Program (CSFP) and our mobile distribution programs. This includes scheduling and organizing distribution dates, administrative work, food inventory, stocking, loading/unloading food, EGFBS set-up/breakdown, and organizing and supervising volunteers. Additional responsibilities for this position may include receiving donations/deliveries, pick-ups, shopping at local stores for food items, sorting, light cleaning, box recycling, and assisting with other aspects of EGFBS programs on an as needed basis.

The Program Coordinator will interact with clients, staff, volunteers, and other community organizations. It is essential that the incumbent be empathetic, courteous, highly organized, professional, and meticulous with detail and protocol. It may require driving the Food Bank van or box truck. A regular, valid California driver's license is required, along with a clean DMV driving record.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties and responsibilities of the Program Coordinator include the following:

- Manage and oversee program distributions, while following all programs rules, regulations, and eligibility standards
- Demonstrate excellent customer service in all communications – by phone, e-mail, and in person
- Maintain appropriate records and client confidentiality, including files and information on program sites, contacts, distribution details, clients served, and ensures the timeliness and accuracy of all records and reports
- Responsible for inventory for all programs and works with the Warehouse Manager to ensure proper quality and quantities of food and/or additional required materials are available for each distribution
- Organize and oversee volunteers with preparing, packing, and delivering food boxes to mobile distribution sites, as well as at mobile sites to ensure that programs are set up and executed correctly and successfully
- Work with EGFBS staff to identify service gaps and possible solutions to address gaps and improve customer service

- Maintain contacts with mobile site managers and/or coordinators
- Possess ServSafe food safety certification or able to obtain upon hire
- Attend staff meetings and other administration meetings as appropriate
- Perform any additional tasks and duties as requested or assigned

### **SUPERVISORY RESPONSIBILITIES**

The Program Coordinator is responsible to supervise those volunteers assigned to the Program Coordinator by the EGFBS Volunteer Coordinator.

### **SKILLS / QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty listed above satisfactorily. The qualifications listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Education / Experience**

- High school diploma
- Bachelor's Degree preferred, but not required
- Basic computer skills (proficiency in Microsoft Word and Excel preferred)
- A minimum of 2 years of experience working in customer service
- A minimum of 1 year of experience handling and/or managing computer records/database
- Excellent history of attendance and on-time performance
- Experience working in a fast-paced environment while maintaining attention to detail

#### **Personal Attributes**

- Committed to Elk Grove Food Bank's mission and vision and to the alleviation of hunger and sympathetic to the needs of individuals experiencing food insecurity
- Ability to represent the Elk Grove Food Bank Services in a professional manner and maintain a clean, well-groomed appearance
- Comfortable working and interacting with people from diverse ethnic, economic, and cultural backgrounds
- Able to take direction well

#### **Communication Skills**

- Excellent verbal and written communication skills
- Spanish speaking a plus
- Exceptional listening skills
- Be comfortable communicating with individuals from a wide variety of backgrounds and circumstances in a patient, respectful manner over the phone, through email, and when meeting face-to-face

### **Behavioral Skills**

- Flexible self-starter with the ability to work both independently and in group settings
- Prompt, organized, and reliable
- Sensitivity to diversity and the ability to work with people of different nationalities, ethnic origins, and socio-economic levels is essential
- Good interpersonal skills with the ability to interact professionally with the public

### **Physical Requirements**

- Must have the ability to stand, walk, bend, sit, kneel, climb stairs, talk, and hear
- Must be able to lift and/or carry up to 25 pounds and climb in and out of a van or truck

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

### **WORK ENVIRONMENT**

This position is both active and sedentary. The incumbent typically works in an office environment and will require the use of a computer, telephone, and other office equipment approximately 65% of the time. The noise level in this work environment is typical of that of an office.

The balance of the time (35%), the incumbent will work in a warehouse environment, physically overseeing the boxing and distribution of food, drive to and from the program sites, and manage the food distribution at our off-site programs. The noise level in the EGFBS Warehouse is considered low in comparison to typical warehouse environments. Incumbent will need to remain situationally aware of people and forklifts in motion and be on the lookout for any potential slip and fall hazards.

### **DISCLAIMERS**

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently.