

Gleaners Community Food Bank of SE MI Job Description

Job Title: Program Coordinator
Reports To: Senior Managing Director of FREC
FLSA Status: Non-exempt
Last update: January 10, 2019

The Ford Resource and Engagement Center (FREC) is a client-directed community center where people can learn new skills, obtain needed services, develop new talents and celebrate community. Made possible by grants from Ford Motor Company Fund, The Ford Resource and Engagement Center brings together non-profit partners to serve the surrounding community. Gleaners provides households with access to sufficient, nutritious food, and related resources. We accomplish this through collaboration, efficient operations, education, and innovative solutions to achieve a hunger-free community in southeast Michigan.

The Program Coordinator will provide customer service support to all aspects of the FREC's operation. In addition to support to internal staff and external stakeholders including FREC partner organizations, members of the community, volunteers, and vendors.

Essential Duties and Responsibilities

1. Responsible for providing relief services to the Senior Managing Director, of the Ford Resource and Engagement Center Eastside at Fisher Upper Magnet Academy.
2. Responsibilities include operating a one line office phone, directing and offering accurate information to callers for successful completion of their inquiry, and returning messages.
3. Responsible for responding to e-mails and preparation of other written documents and reports, as requested.
4. Responsible for directing guests to their correct destination and facilitating walk-in inquires, ensuring that proper connection is made between visitor and partners.
5. Engage community residents and block clubs to participate in center activities, with an emphasis on engaging residents in the work of the center's weekly distribution.
6. Responsible for the operation of weekly school food mobile distribution. Assist in the recruiting and scheduling of volunteers and volunteer groups for the food and other center programs.
7. Effectively manage and report data from food distributions on weekly basis.
8. Assist in the implementation of center events so that community members are engaged with the center
9. Responsible for helping with set up and take down of equipment for events.
10. Flexibility in working schedule is required. Core Schedule Weekdays: 11 AM - 8 PM. Saturdays: 9 AM - 4 PM.
11. Responsible for filing, relaying messages to partners, routing interoffice mail and managing other paperwork, including monthly reports.
12. Management of storage areas, allocations, keeping track of keys via a report.
13. Demonstrate and support the Gleaners mission and work with our community partner Ford Engagement and Resource Center, vision and values throughout all professional responsibilities and activities.
14. Attending Community Meetings, Scheduling Tours and Giving Tours and History Background of Facility when Senior Managing Director is not available.
15. Keeping Digital Program Boards and Community Information Stands updated at all times (update weekly)
16. Other duties as assigned.

Scope of Position:

Budgetary Responsibility: None
Personnel Responsibility: None
Access to Confidential Info: Low
Supervisory responsibility: None
Customer contact: Donors: Low
Volunteers: High:
Food Partners: Low,
Outside vendors: Medium

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. You will be required to be flexible with your schedule. Saturday work is required and occasional and special events. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education/Experience

Must have bachelor's degree.

Language Ability

Good verbal and written skills.

Math Ability

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Computer Skills:

To perform this job successfully, an individual should have a thorough working knowledge of the Microsoft Office suite of products and be able to understand and apply basic principles of database entry, look-up, and retrieval of information via reports and other means.

Equipment

In addition to the computer skills indicated above, the position requires operation of standard office equipment including but not limited to: Avaya multi-line phone system, printer, and photocopy/scanning machine.

Reasoning Ability

Ability to understand and carry out instructions furnished in written, oral, or diagram form.

Work Environment

The standard work environment is a community center. There may be time spent exposed to outdoor environment with varying temperatures. The noise level in the work environment is usually moderate.

Physical Demands

While performing the duties of this job, the employee is frequently required to speak, hear and use hands. Moderate amounts of walking as well as long periods of walking or standing are required.