

Job Description: Program Support



Reports to: Emily Riley
FLSA Status: Non-Exempt
Date updated: 05/2/2022

Summary

The Programs Support position works closely with the Commodity Supplemental Food Program (CSFP) Distribution Leads and the Mobile Pantry Leads to support the senior box program, the Mobile Pantry program, and all other programs of The Foodbank.

Duties and Responsibilities

- Supports the CSFP Distribution Leads with all aspects of senior box distributions, including but not limited to loading/unloading food boxes, providing verification of receipt and distribution of CSFP food, and volunteer coordination
- Supports Mobile Pantry operations including order coordination, food distribution, assisting the driver, neighbor intake, PantryTrak data entry and maintenance, and on-site staff and volunteer supervision
- Supports Foodbank drive-thru and Mass Distributions as necessary
- Supports PantryTrak intake at direct distributions as necessary
- Assists with program box building
- Follows program compliance requirements and adheres to safety protocols established by The Foodbank
- Creates and maintains strong relationships with neighbors, program partners, supporters, and volunteers
- Maintains confidentiality in all matters pertaining to The Foodbank, Inc.'s neighbors, volunteers, donors, and network of member agencies
- Performs additional tasks, as deemed necessary for efficient operations
- Executes all responsibilities and metrics as assigned in the current Strategic Plan

Supervisory Responsibilities

This position has no supervisory responsibilities for paid staff.

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 may be made to enable individuals with disabilities to perform the essential functions.

Requirements

Mandatory:

- Valid Ohio Driver's License

Education:

Experience:

- Willingness to learn

Skills:

- Excellent interpersonal skills and demonstrates the ability to work in a team environment
- Sound judgement, personal and professional ethics
- Successful performance that clearly demonstrates the ability to accomplish the duties and functions of the position
- Excellent communication skills, written, verbal, and public speaking
- Well organized and good attention to detail
- Maintain confidentiality of records and information
- Work effectively within a multi-cultural environment
- Ability to effectively manage assignments and meet deadlines

Knowledge:

- Standard office practices and procedures
- Familiarity with communities, neighborhoods a plus

Other:

- Ability to pass alcohol/drug screening and background checks
- Reliable personal transportation

Physical Demands

While performing the duties of this job, the employee is regularly required to sit at a desk or stand on concrete. Must be in good physical condition and able to lift 35-50 pounds repetitively as a part of routine duties. Required to use hands to type or key and use a mouse. Must reach with arms, climb stairs, talk, and hear. Specific vision abilities include close vision and ability to adjust focus, with or without corrective lenses.

Work Environment

The noise level in the work environment is typically moderate. Neighbor intake usually takes place outdoors and in all types of weather conditions, except for conditions that pose an immediate threat to a person's health and safety. Distributions take place at community locations and may be indoors or outdoors, depending on the site. Temperature and weather fluctuations may impact this position. Routine duties are conducted in a temperature regulated office environment as well as in the field.

I have received and reviewed an updated copy of this Job Description.

Employee signature: _____

Date: _____

