



JOB DESCRIPTION

BILINGUAL COMMUNITY FOOD PROGRAMS COORDINATOR

Department/Division: Community Food Programs Department	Date: 10/6/2022
Reports to: Director of Community Food Programs	FLSA Status: Salary/Exempt

I. JOB SUMMARY

Reporting to the Director of Community Food Programs, the Bilingual Community Food Programs Coordinator implements our services and coordinates support for our network of partner agencies, and works with the community to help connect neighbors to services. The Bilingual Community Food Programs Coordinator serves as a liaison to partner programs and represents Food Gatherers to all stakeholders in accordance with the established guidelines and values.

II. ESSENTIAL FUNCTIONS

Partner Programs Support Responsibilities:

(Partner Programs include the community food pantries (grocery) and meal programs, which are members of the food bank that provide food to their communities):

- Builds strong relationships with existing program partners.
- Performs site visits (announced and unannounced) to observe and evaluate compliance of partner programs, and understand their unique program operations and challenges.
- Serves as a point of contact for partner inquiries and feedback.
- Conveys relevant information and answers questions about FG activities or opportunities.
- Processes partner program food bank orders, completing accurately and by established deadlines.
- Provide customer service to programs to include in-person, phone, email, and Zoom communication.

TEFAP (The Emergency Food Assistance Program) Responsibilities:

- Work closely with the Director of Community Food Programs to ensure all approved TEFAP sites are in compliance with state and federal requirements.
- Ensure that annual site visits are completed by the team.
- Monitor to make sure all agencies have training completed on time as required.
- Conduct Civil Rights training for new partners and those who cannot take the one provided online.
- Collect monthly numbers from agencies using paper intake forms and Link2Feed to report by monthly deadline.
- Communicate TEFAP updates to agencies, ensure agencies are trained and supported with any updates to the program.

External Communication Responsibilities:

- Coordinates with Communication Coordinator to share information with partner programs regularly via newsletter, and as needed to communicate important updates
- Manage listserv and post in the Resource Connection Google Group any non-food related resources available to our partners or neighbors.

Supporting Partner Program Capacity and Effectiveness Responsibilities:

- Trains and supports partner programs' staff and volunteers on ServSafe (food safety course) and other topics to support partner programs operations.
- Increases untapped capacity of partner programs by providing support, training and guidance to each account on a case-by-case basis.
- Assists with tracking, monitoring and reporting on use of FG resources.

Policy Advocacy Support and Engagement

- Works closely with the Director of Community Food Programs, and Communications Coordinator to share advocacy updates and engagement opportunities with the network of partner programs and neighbors.
- Build relationships with Washtenaw County Food Policy Council members, represent Food Gatherers by attending meetings and leading relevant projects or work groups.

Other Department Responsibilities:

- Maintains accuracy of information for referrals and serves as a point of contact for "find food" inquiries from neighbors calling for information about available food resources.
- Coordinates special projects and manages internal systems and processes, as assigned.
- Participates in Community Food Programs Team strategic planning activities and coordination of tasks and projects.
- Participates in Racial equity and food access/food insecurity work.
- Complies with the organization's policies and procedures; work rules; safety requirements; quality standards; industry guidelines; and applicable local, State, and Federal laws.
- Performs other related duties and responsibilities as needed and assigned.

III. SUPERVISORY RESPONSIBILITIES

- No Supervisory Responsibilities

IV. QUALIFICATIONS**● Education / Training**

- Required: High School Diploma or GED
- Preferred: One years of education beyond high school

● Experience

- Two years of work experience, including six months in a comparable role and/or organization

● Licenses / Certifications

- ServSafe Food Safety Manager's Certification (within 6 months of hire);
- ServSafe Proctor Certification (within 6 mo of hire)
- ServSafe Allergen Certification (within 6 months of hire)

- **Knowledge, Skills, Abilities**

- Conversationally bilingual in English and Spanish Works cooperatively and effectively with other FG staff and volunteers in a collaborative environment
- Manages multiple priorities under aggressive deadlines, and manages time efficiently
- Maintains safety as a priority at all times
- Provides excellent customer service to everyone, including our community partners, partner programs, volunteers, donors, and individuals we serve
- Gives and receives feedback in a respectful and productive way
- Represents Food Gatherers in a professional manner under a variety of conditions
- Experience working with people from diverse ethnic and economic backgrounds to effect community change
- Monitors communication (email, voicemail) during assigned hours and responds within an appropriate timeframe (high priority within 24 hours)
- Excellent verbal and written communication skills and ability to communicate effectively in person, on the phone, and by email
- Project management, specifically the ability to organize, prioritize work, and meet deadlines
- Community-based presentations
- Knowledge of office applications including Microsoft Word, Excel, email, and internet searches
- Detail-oriented, focused on accuracy

- **Personal Attributes and Values**

- Passion, enthusiasm, focus, and creativity around Food Gatherers' vision, mission, and values of community, leadership, transparency, and diversity
- Impeccable integrity and honesty
- Good listener who values weighing data and diverse viewpoints before making a decision
- Innovative self-starter and problem solver with a bias towards action
- Ability to work independently and in a team setting with people of diverse backgrounds/circumstances

V. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

- **Mental Demands / Judgment Required**

- Makes some decisions on cases not previously covered, based on general knowledge of the organization and procedures; devises new methods, modifies or adapts standard procedure

- **Physical Demands**

- Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry up to 50 pounds, operate a motor vehicle, and use fingers and hands to manipulate objects

- **Working Conditions**

- Works in an office environment
- Works closely with others
- Frequent local area travel in a personal automobile required;
- Annual overnight travel

- **Equipment (Machines, tools, devices used in performing only the essential functions)**
 - MS Word, MS Excel, Google Apps, Primarius, Giveeffect, copiers, printers, personal computer

The above statements are intended to describe the general nature and levels of work to be performed and are not intended to be an exhaustive list of all responsibilities and duties.

Food Gatherers provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, weight, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. Food Gatherers actively seeks applicants from diverse racial and ethnic backgrounds, as well as historically marginalized groups. This includes but is not limited to underrepresented gender identities, sexual/romantic orientations and/or relationship structures, and people with lived experience of food insecurity and/or poverty. We are committed to transparency about our decision making process, and will seek clarifying information from an applicant to help us make a determination in this regard Food Gatherers complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.