



EMPLOYMENT OPPORTUNITY

Kalamazoo Loaves & Fishes has an excellent opportunity for a public health or human services professional to feed hungry people and engage our community in the fight to end hunger! We are seeking a full-time **Program Director** to support the mission of KLF by working under the general supervision of the Executive Director to develop, implement, evaluate, and strategically plan the effective operation of KLF food delivery programs. We serve a diverse client population and continually strive to promote diversity, fairness, equity, and inclusion in all our practices.

Kalamazoo Loaves & Fishes is a great place to work. We offer competitive wages and a comprehensive benefits package including health, dental, vision, short-term disability, and group life insurance. In addition, we offer a generous contribution to a 403(b) program, paid time off, and professional development and continuing education opportunities.

Essential Functions:

- Directs functions and staff of the Program Department, specifically directing program outputs, including the mobile food initiative, backpack program, CSFP, and the standardized food chart.
- Tracks and maintains programmatic contracts, relationships, and assets.
- Ensures implementation, training, and best practices for safe food handling procedures internally and within partnering agency food providers.
- Collaborates and communicates with all KLF staff and volunteers to learn, educate, and build relationships within the organization.
- Evaluates service delivery programs, identifying trends, needs, and areas of improvement.
- Oversees program implementations based on evaluations conducted annually or as otherwise necessary or directed.
- Actively seeks, develops, and maintains community relationships to ensure effective delivery of KLF services, leveraging strengths of community partners.
- Supports, assists, and supervises the Program Manager with the grocery pantry program and call center, and oversees accurate implementation and procedural documentation of all service programs.
- Manages the warehouse and logistics teams, overseeing inventory and procedural documentation of departmental operations.
- Acts as program delivery champion, thinking and planning strategically to best support the mission, including maximum coordination and communication with both internal and external audiences.
- Participation in various community and KLF committees, as assigned.

Minimum Requirements:

- Bachelor's Degree in Public Health, Social Work, Psychology, or other health and human services field.

- Five (5) to seven (7) years' experience in a community-based human services position.
- Demonstrated ability to think strategically and act cooperatively to anticipate and/or address effectiveness and efficiencies specifically within programs and generally for the organization.
- Demonstrated ability to maintain confidentiality and exercise good judgment.
- Superior customer service, interpersonal, and relationship-building skills, including the ability to persuade, negotiate, and inform direct reports, volunteers, and members of the community.
- Demonstrated ability to evaluate and measure programming.
- Excellent analytical and problem-solving skills.
- Demonstrates a sense of urgency, prioritizes well, shows energy, responds to opportunities, instills urgency in others, and meets deadlines.
- Demonstrated experience with and ability to learn various computer applications, particularly Microsoft Excel and database development and maintenance.

Preferred Requirements

- Master's Degree in Public Health, Social Work, Psychology, or other health and human services field.
- Three (3) years working with volunteers and/or in community outreach.
- Ability to speak languages other than English, including Spanish, French, and Arabic.

This job description is an example of the general requirements of the position and is not intended to be exhaustive or all-inclusive.

Kalamazoo Loaves & Fishes' Non-Discrimination Policy:

No person shall be excluded from KLF services, employment, or volunteer participation because of ethnicity, race, national origin, age, height, weight, genetic status, gender identity, sexual orientation, marital status, economic circumstance, veteran status, physical and/or mental abilities/characteristics, philosophy/religion, or any other status that is protected by the State of Michigan, federal law, or by local ordinance for those jurisdictions where KLF operates.

Equal Opportunity Employer:

KLF is committed to fair employment practices, equal employment opportunity, and to promoting diversity in its broadest definition. Equal employment opportunity means compliance with state and federal regulations as well as following those practices which promote diversity and fairness of employment opportunity. Fair employment practices mean that all employees shall have access to the various aspects of employment such as hiring, promotion, compensation, and training. It is the policy of KLF that all employees and applicants for employment share fairly in these aspects of employment.

To apply for this position, please submit your resume and cover letter to denise@kzoolf.org

Resumes will be accepted on an on-going basis until the position is filled.

You may also mail or drop off your resume and cover letter to:

Kalamazoo Loaves & Fishes
901 Portage Street
Kalamazoo, MI 49001 Attn: HR Department

