

## POSITION DESCRIPTION

<b>Job Title:</b>	<b>Program Logistics Coordinator</b>		
<b>Reports to:</b>	Program Manager		
<b>Supervisory Responsibilities:</b>	Yes	<b>FLSA Status:</b>	Non-Exempt
<b>Department:</b>	Services	<b>Hours Per Week:</b>	M-F; 40 hours
<b>Salary Range:</b>	\$20 - \$22 per hour	<b>Benefits Eligible:</b>	Yes

**Position Summary:** The **Program Logistics Coordinator** oversees daily operations of the home delivery program and serves as a vital member of the Services team by supporting client database operations, working closely with partner agencies, and ensuring equity throughout all hunger-relief programs.

### Essential Functions:

Coordinate KLF's home delivery program, including:

- Utilize route planning software and analytical data to create efficient delivery routes based on delivery addresses;
- Supervise and train Delivery Assistants and Home Delivery volunteers;
- Submit daily food orders via Primarius by designated time;
- Ensure safety of home delivery vans by scheduling preventative maintenance and addressing identified issues in a timely manner;
- If needed, actively participate in delivering scheduled food orders, which entails working in an environment that may have extreme conditions;
- Work closely with other Program Staff to ensure consistency throughout all food delivery outlets.

Serve as a vital member of the Services team, including:

- Develop expertise in the client database, including analysis of delivery data and assisting with implementation of new projects including on-line scheduling;
- In conjunction with other department members, work with partner agencies to provide targeted outreach to vulnerable populations such as the unhoused or refugee families;
- Work closely with other program coordinators to ensure equitable food distribution throughout all established food delivery outlets;
- Assist with overall operations of the Services Department, including staff and volunteer scheduling;
- Provide program data, as requested, to leadership for analysis and reporting;
- Develop a strong working relationship with all Warehouse staff and maintain open communication through all departments.

### Non-Essential Functions

- May perform additional duties, as assigned.

### **Universal Competencies**

- Mission, Service, and Urgency
- Integrity, Stewardship and Accountability
- Respect: Inclusion, Diversity, and Equity
- Collaboration and Teamwork
- Communication
- Organizational Improvement and Professional Development
- Dependability and Flexibility

### **Minimum Requirements:**

- HS Diploma or GED or equivalent work experience.
- Driver's License with acceptable driving record.
- 1-2 years of customer service experience.
- 1-2 years of experience working with databases, fleet management software, and/or constituent relationship management software.
- Demonstrated experience with and ability to learn various computer applications, including the ability to run queries and analyze data.
- Demonstrated ability to maintain confidentiality and exercise good judgment.
- Superior customer service, interpersonal and relationship-building skills, including the ability to de-escalate tense situations.
- Demonstrates a sense of urgency, prioritizes well, shows energy, responds to opportunities, instills urgency in others, and meets deadlines.

### **Preferred Requirements**

- Ability to speak languages other than English, including Spanish, French, and Arabic.
- Previous experience supervising employees and/or volunteers.
- Previous experience in a non-profit setting.

### **Physical Requirements:**

- Frequently required to use hands and fingers to handle, feel, or operate equipment and reach with hands and arms.
- Frequently walks, stands, and lifts throughout the day.
- Required to lift, move, carry, pull and push files/objects up to 50 pounds while sitting, standing, climbing, or walking.
- Required to regularly speak clearly and hear, using the English language.
- Specific vision abilities required include close vision and the ability to adjust focus.
- Often in the general office environment; lighting and temperature are adequate.
- Exposed to temperature conditions common at the time.
- Noise level is usually moderate/conversational.
- Frequently exposed to outdoor climate and warehouse conditions.
- Can perform the essential job listed without assistance.

### **Work Contacts**

- Regularly reads, writes, and speaks with volunteers, vendors, peers, supervisor, and members of the community to gather information, develop and administer programs, performance management, conflict resolution, persuasion, and negotiation.
- Regularly leads, develops, and inspires a team of community members and volunteers.
- Regularly demonstrates superior relationship building skills.

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

This position is eligible for Kalamazoo Loaves & Fishes' benefit package which includes medical, vision, and dental insurance; paid time off; flexible spending account; life insurance; wellness plan; and retirement plan.

**To apply, please email resume to [info@kzoolf.org](mailto:info@kzoolf.org). Resumes will be accepted until the position has been filled. To learn more about Kalamazoo Loaves & Fishes, please visit [www.kzoolf.org](http://www.kzoolf.org).**