

POSITION DESCRIPTION

Job Title:	Program Operations Manager		
Reports to:	Senior Program Manager		
Supervisory Responsibilities:	Yes	FLSA Status:	Salary/Exempt
Department:	Services	Hours Per Week:	M-F; 40 hours
Salary Range:	\$52,000 - \$59,000/yr	Benefits Eligible:	Yes

Position Summary: The **Program Operations Manager** oversees daily implementation of KLF hunger-relief programs including supervision of program coordinators, communication with distribution partners, and general management of food distribution.

Essential Functions:

- Supervises the Program Logistics Coordinator, Lead Pantry Coordinator, and Program Navigation Coordinator and assists with general management of the home delivery program, Call Center operations, and Melzer/Douglass pantries, ensuring consistency and equity throughout all systems.
- Communicates frequently with external pantry coordinators, MFI coordinators, and partner pantries contacts, solidifying distribution schedules, answering questions, overseeing partner allocations, and assisting with product orders.
- Schedules and conducts quarterly meetings with external pantry coordinators and MFI coordinators.
- Works closely with the Warehouse and Procurement staff on food needs, inventory availability, and food distribution schedules, following the core food list, USDA regulations, and food safety guidelines.
- Provides excellent customer service by dealing with difficult situations and conversations with clients, volunteers, and community partners.
- Ensures proper processes and procedures are utilized for data collection and record-keeping at all food distribution sites in alignment with organizational and USDA requirements.
- Assists with recruitment, selection, onboarding, training, and coaching of employees.
- In conjunction with the Senior Program Manager, actively seeks and develops community relationships to ensure effective delivery of KLF services, leveraging strengths of community partners and addressing unmet needs.
- In conjunction with other program staff members, maintains accurate management of the Client Database.
- When needed, actively participate in service delivery, including assisting with pantry operations, home deliveries, placing Primarius orders, and Call Center activities, which may entail working in an environment that may have extreme conditions.
- Serves as a member of the KLF Leadership Team, assisting in overall organizational management and strategic planning when needed.
- Participation in various community and KLF committees, as assigned.

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:

- Associate's Degree in Social Work, Psychology, or similar field or equivalent work experience.
- 2-3 years of experience in a community-based human services position.
- Driver's License with acceptable driving record.
- 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 persuade, negotiate, and inform direct reports, volunteers, and members of the community.
- 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 and databases.

Preferred Requirements

- Bachelor's Degree in Social Work, Psychology, or similar field.
- 1-2 years of experience supervising staff members and/or volunteers.
- 4-5 years of experience in a community-based human services position.
- Ability to speak languages other than English, including Spanish, French, and Arabic.

Physical Requirements:

- Frequently required to use hands and fingers to handle, feel, or operate equipment and reach with hands and arms.
- Frequently walks, stands, lifts, and sits throughout the day.
- Occasionally 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.
- Can perform the essential job functions listed without assistance.

Work Contacts

- Regularly reads, writes, and speaks with staff, clients, 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 staff, community members, and volunteers.
- Regularly demonstrates superior relationship building skills.

Work Environment:

- Frequently in the general office environment; lighting and temperature are adequate, and there are no hazardous conditions.
- Exposed to temperature conditions common at the time.
- Noise level is usually moderate/conversational.
- Occasionally exposed to outdoor climate and warehouse conditions.

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

TO APPLY: Please apply via Indeed or send resume to info@kzoolf.org.