

# **Feeding Southwest Virginia**

## **Job Description**

Position Title: **Director Of Community Solutions Center**  
FLSA Status: Exempt  
Salary Grade: 18  
Department: Community Solutions Center (CSC)  
Location: Roanoke  
Supervisor: President and CEO  
Supervises: Meal Production Instructor, Child Nutrition Coordinator, Kitchen Associate, and provides oversight for all personnel working from the CSC.  
Revised Date: 1/1/2020

### **Position Purpose:**

The Director of the Community Solutions Center will support the mission of Feeding Southwest Virginia and is responsible for the oversight and management in performing functions to plan, direct, and manage external relationships, and operational activities including facility maintenance, inventory control, receiving and distribution of product in compliance with Feeding America, Department of Agriculture, OSHA, food bank's policy and procedures and standards, and other regulatory programs. Works to ensure compliance and execution of systematic organizational procedures and standards for all aspects of the CSC operation. Responsible for daily and long-term work plans and schedules ensuring cost effective, safe, and efficient delivery of programs and overall operation. Maintains a cooperative work team environment between the staff. As a member of the Management Team, the incumbent will be responsible to ensure that all activities of the CSC support the strategic goals of FSWVA and to ensure that all activities are properly coordinated with team leaders of other departments within FSWVA. Acts as the local interface to the local community.

### **Position Essential Functions and Responsibilities:**

*To be successful in this role, an individual must be able to perform in a satisfactory manner the functions or responsibilities listed below.*

### **Position Responsibility (Expected Work)**

1. As the Director of the Community Solutions Center, he/she will demonstrate a professional demeanor in interactions with all external contacts, partners, donors, FSWVA staff, agencies, program representatives and government officials in ensuring a compliant safe facility and environment.
  - Keep informed and consistently practice the policies and procedures of Feeding Southwest Virginia, Feeding America national office, USDA, FDA and government regulations pertaining to food handling, storage, sanitation and disposal.
  - Responsible for compliance to Feeding America, VA Department of Agriculture and other health and safety regulatory bodies including reporting, programs, maintenance of the facility, equipment, grounds, vehicles, sanitation, pest control, fire prevention and safety procedures are followed.
  - Possess knowledge of Feeding Southwest Virginia community, Feeding Southwest Virginia policies and procedures for all programs/functions.
  - Develop and manage all collaborative partnerships for the CSC but not limited to job training, student support services, and Roanoke Police Department at the CSC.
2. The Director of the Community Solutions Center reports to the President and CEO, is an integral member of the management team and is responsible for the overall direction and priorities of the CSC:

### **Management:**

- Serve as a member of the executive management team and as such is responsible for providing leadership in decision-making and vision/strategy building for the FSWVA.
- Supervise all daily operations of the CSC facility and facilitate the programs of the Food Bank and communicates any significant occurrences with the President and CEO or the Chief Operations Officer.
- Provide adequate case management for students and the Culinary Arts Program.
- Work with all aspects of management to ensure CSC compliance to Feeding America, VA Department of Agriculture, and other health and safety regulatory bodies.
- Representative for the Food Bank internally and externally in supporting and expanding FSWVA efforts.

- Work closely with food and fund donors, and volunteers to establish and maintain positive partner relationships.
- Ensure that time sheets for direct reports are accurate, signed and dated prior to submitting to payroll.

**Operations:**

- Provide support for volunteer efforts.
  - Provide support for special events and food drives.
  - Share responsibility with Volunteer Services in ensuring adequate productive staff.
  - Provide oversight for all aspects of the CSC program implementation.
3. Maintains and follows effective processes for office communications and administrative procedures.
- Oversee the office managerial process.
  - Oversight of providing required information for VA Department of Agriculture, Feeding America, and other reports.
  - Oversight in maintaining proper receipts, records, invoices, and other documents regarding branch and product activity.
  - Prepare monthly, quarterly and other reports as required.
  - Represent the Food Bank to the community and to the media when directed by the CEO.
  - Work with all Regulatory Compliance Agencies.
  - Participate in performance evaluations of staff with executive management.
  - Ensure that SOP's are current and systemically implemented.
4. In working as a contact for the organization, demonstrates a professional demeanor in all interactions with member partners, visitors, volunteers, donors and the general public.
- Manage all aspects of customer service and relationship management internally and externally.
  - Deal effectively with a variety of personalities and situations requiring tact, judgment and resolution.
  - Develop an effective communication style with co-workers to understand and articulate the need for support and a healthy work environment.

**Diversity:**

Demonstrate a core value of diversity by modeling and ensuring diversity and cultural competency (respect, inclusiveness, reflecting, valuing and welcoming of cultural differences) in all position responsibilities regardless of age, color, disability, gender, gender identity or expression, social class, marital status, national origin, race, ethnicity, religion, sexual orientation, veteran's status, nationality, age, language, origin or employment status.

**Other functions:**

- Promote a cooperative spirit within the organization and among internal and external participants.
- Perform other duties as assigned by the President and CEO.

**Interface: Responsible in maintaining positive relationships.**

- Maintain positive relationship with Feeding America, VA Department of Agriculture, OSHA, and other regulatory agencies.
- Maintain positive relationship with individual and corporate donor contacts and volunteers.
- Maintain positive relationship with vendors.

**Minimum Skills and Qualification required to capably perform in the position.**

**Training, Education and Experience:**

**Education:**

- Associate's Degree or equivalent combination of education and/or 4 years Management Experience required. Prefer a Bachelor's Degree in a related field and two years leadership

**Experience:**

- Previous leadership experience with responsible decision making authority in the management and evaluation of work assigned to personnel required.
- Strong supervisory and leadership skills, to include delegation, strategic management, motivation, managing conflict, coaching/counseling, mentoring, etc. required.

- Knowledge of food safety handling procedures and regulations preferred but not required.

### **Knowledge, Skills and Abilities:**

Ability to analyze information and develop creative solutions and/or alternatives. Strong planning skills. Ability to deal with the public in a professional, timely, fair, and confidential manner. Exceptional organization and time management skills. Able to work independently and to handle multiple priorities under minimal supervision. Position requires a high-degree of professionalism and trustworthiness. Demonstrated ability to work independently and meet deadlines while managing multiple tasks and changing priorities required. Strong interpersonal skills and ability to interact with internal and external audiences is required. Ability to develop and maintain productive working relationships with staff and from all areas of the organization is necessary. Strong customer service ethic is required. Complete ServSafe training within six months of employment and keep current. Must be able to understand instructions and effectively demonstrate quality results. Excellent verbal and written communications skills. Ability to accomplish goals within timeframes and complete reports by appropriate dates. Must be able to understand instructions and effectively demonstrate quality results. Possess a willingness to learn. Required attention to detail. Previous experience in public speaking required. Occasional evening and weekend work required for special events.

**Allowable Substitutions:** Combination of education, experience, and/or training that provides the required knowledge and skills for the position may be considered in lieu of education and/or experience at the company's discretion.

### **Language Skills:**

- Must have professional written and verbal communication skills with demonstrated ability to communicate effectively and convey concepts in an understandable way.
- Ability to communicate effectively with FSWVA's Board of Directors, donors, volunteers and staff members.

### **Mathematical Skills:**

- Ability to perform basic math and accounting functions.

### **Technical/Computer Skills:**

- Proficiency required in the use of Microsoft Office Suite, Power Point, and Outlook Software.
- Capable of learning and independently operating equipment required for the position including but not limited to printer, multi-use copier, and phone system.

### **Other Skills and Abilities:**

- Ability to maintain confidentiality at all times.
- Ability to work with people of diverse backgrounds.
- Must be reliable and dependable.
- Maintain compliance with established Food Bank directives, policies and external regulations.
- Leadership, relationship management and supervisory experience required.

### **Licenses and Certificates:**

Valid Driver's License and own transportation to work required. Must maintain a safe driving record in driving company vehicles.

### **Team Commitment:**

Considers the benefits and consequences to the team when taking action, openly shares ideas and information with others, effectively completes work activities with and through others, helps others achieve goals and complete work to meet the needs of the team and the organization. Criticizes actions, when necessary, not people and effectively negotiates win-win outcomes.

### **Flexibility:**

Be willing to work overtime and mandatory days set forth by the organization on short-notice. Be willing to work flexible coverage as needed.

**Physical Demands:**

The demands described here are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the tasks outlined in this job description.

The position operates primarily in an office setting within the CSC. This position requires sitting at a desk and in meetings for long periods of time and involves extensive computer work with frequent interruptions. Vision abilities required include close vision and the ability to adjust focus. Some travel for overnight trainings is required. Routine travel to meetings, functions, and special events is normal, which requires driving. Occasionally, may be required to respond to organizational needs outside of normal working hours. The employee may be required to push, pull, lift, and/or carry objects up to 30 pounds. Conducts work in a fast paced and deadline driven environment.

**Work Environment:**

*Feeding Southwest Virginia is an equal opportunity employer and embraces a philosophy that recognizes and values diversity. Our goal is to attract, develop, retain and promote a talented diverse workforce in a culture where all employees will contribute to their fullest potential. This description provides information regarding the essential function of the designated job, and the general nature and level of work associated with the job. It should not be interpreted to describe all the duties whose performance may be required of such employees or be used to limit the nature and extent of assignments the individual may be given. This job description is not an employment agreement or contract.*

I understand the requirements of the job.

Employee: \_\_\_\_\_ Date: \_\_\_\_\_  
(Please print name) (Employee Signature)

Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_  
(Please print name) (Supervisor Signature)