

Feeding Southwest Virginia

Job Description

Position Title: Healthy Pantry Coordinator – Grant Funded Position (Part Time – 28 Hours/Week, Position guaranteed for one year)
FLSA Status: Non-Exempt
Salary Grade: 9
Department: Operations
Location: Salem VA
Supervisor: Chief Strategy Officer
Supervises: None
Revised Date: 6/1/22

Position Purpose:

The Health Pantry Coordinator will support the mission of Feeding Southwest Virginia: Nourish Neighbors. Engage community partners. Develop solutions to address food insecurity. The Healthy Pantry Coordinator is responsible for the day-to-day operations and management of the Community Solutions Center Client Choice Healthy Pantry in Roanoke, Virginia See specific role responsibilities detailed below.

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 Healthy Pantry Coordinator, he/she will demonstrate a professional demeanor in interactions with all FSWVA staff, agencies, program representatives and government officials in providing direct support 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.
 - Ensure that maintenance of the warehouse, equipment, grounds, vehicles, sanitation, pest control, fire prevention and safety procedures are followed.
 - Possess basic knowledge of Feeding Southwest Virginia and all programs.
 - Complete ServSafe Manager training within the first three weeks of employment and keep current.
2. The Healthy Pantry Coordinator reports directly to the Chief Strategy Officer and is responsible for supporting the Operations Department.
 - Provide excellent customer service to build a positive environment while assisting neighbors to make food selections in accordance with USDA & FANO guidelines.
 - Order food and supplies for the pantry and make sure it is stocked weekly in accordance with a client choice healthy pantry model.
 - Pick up food from the food bank or other donated sources weekly.
 - Stock the pantry, check dates on current product, create visually appealing displays, purge unsafe/inconsumable product.
 - Manage inventory levels to control food waste.
 - Determine client eligibility and collect/maintain client data in accordance with USDA guidelines assuring secure and confidential integrity of client records.
 - Keep up-to-date and accurate client and inventory records as required by Feeding Southwest Virginia partner food pantries.
 - Prepare and provide monthly reports as required to appropriate entities.
 - Track the nutritional value of food within the pantry while ensuring the display & distribution of nutritional information.
 - Train/oversee volunteers to assist with pantry duties including stocking, client data collection, and distribution.

- Lead crisis intervention, enforcing pantry rules and de-escalating individuals who may become distraught or stressed.
 - Enforce food safety and safety guidelines within the pantry.
 - Assist in outreach efforts by developing and enhancing community partnerships, serving on hunger coalitions, and providing presentations/tours to increase awareness of the food pantry within the neighborhoods served.
 - Assist in the cultivation of food and financial donations.
 - Engage neighbors to provide feedback on program/pantry needs for the community.
 - Participate in weekly/monthly meetings with supervisor and other key staff at the food bank
3. Maintains and follows effective processes for office communication and administrative procedures.
- Maintain program files to ensure compliance with Feeding America and governmental regulations.
 - Handle site distribution complaints, suggestions and requests.
 - Develop strong customer service skills in effectively working with the public.
4. In working as a contact for the organization, demonstrates a professional demeanor in all interactions with partner programs, visitors, volunteers, donors and the general public.
- Visitors and volunteers should be handled professionally and promptly.
 - Deal effectively with a variety of personalities and situations requiring tact, judgment and resolution.

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 Chief Strategy Officer, Chief Operations Officer, and President and CEO.

Interface: Responsible in maintaining positive relationships

- Partner Programs and agencies and other nonprofit organizations and their representatives.
- General Public.
- Other departments within Feeding Southwest Virginia.
- Volunteers.

Minimum Skills and Qualifications required to capably perform in the position

Training, Education and Experience:

Education:

Associate's or Bachelor's Degree preferred but not required. Equivalent work experience in nonprofit, human services field with a demonstrated ability to work with people from a variety of backgrounds is desired.

Experience:

- 1-2 years of strong customer service experience required.
- Preferred experience with inventory.
- Previous leadership or coordinating experience.

Knowledge, Skills and Abilities:

- Capable of demonstrating exceptional analytical skills in reporting and data tracking preferred.
- 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.
- Ability to lift up to 30 pounds.
- Strong interpersonal skills and ability to interact with internal and external audiences are 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.
- Possess a willingness to learn.
- Excellent organizational skills.
- Required attention to detail.
- 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 excellent written and verbal communication skills with demonstrated ability to communicate effectively and convey concepts in an understandable way.
- Ability to communicate effectively with staff, volunteers, children and other professionals.

Mathematical Skills:

- Ability to perform basic math functions such as addition, subtraction, multiplication, division and fractions.

Technical/Computer Skills:

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

Other Skills and Abilities:

The ideal employee will be able to:

- Multi-task
- Have great customer service skills
- Problem-solve with limited supervision
- Work a flexible schedule that will include some evenings and weekends

Licenses and Certificates:

- Employee must have a valid driver's license and a clean driving record.
- Employee must be able to obtain a ServSafe Food Manager certification within 2 weeks of employment.

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 in an office setting within the food bank and conducts works externally

requiring driving and working with the public. This position requires working in an internal and external environment consisting of hot and cold temperatures, walking, standing, bending, climbing, stooping, twisting, pulling and pushing. 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. With forklift traffic in the facility and product stacked and stored throughout, this position requires someone who is mobile and who can hear and watch for traffic and normal hazards of a warehouse environment. 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 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: _____
(Please print name)

Date: _____

(Employee Signature)

Supervisor: _____
(Please print name)

Date _____

(Supervisor Signature)