



MONTANA FOOD BANK NETWORK

Programs Coordinator | Position Description

Position Reports To: Chief Programs Officer

Position Status: Full-Time, Non-Exempt

General Description: The Programs Coordinator oversees and maintains customer relations and data control for the Backpack Program, School Pantry Program, and Mobile Food Pantry Program of the Montana Food Bank Network.

Job Specifications

- Have outstanding customer service skills and exceptional listening skills.
- Possess the ability to identify problems and implement solutions in the best interest of MFBN and program sites.
- Be comfortable communicating with individuals from a wide variety of backgrounds and circumstances over the phone, through email, and in face-to-face meetings.
- Be detail oriented, prompt, and organized, including the ability to multi-task.
- Understand the complexities of Montana culture, from rural to urban, east to west, and Indian Reservations.
- Be sympathetic to the needs of individuals experiencing food insecurity.
- Be committed to Montana Food Bank Network's mission and vision.
- Be willing and able to travel in state and out of state.
- Experience working with schools and administrators.
- Public speaking and presentation ability.
- Have clean driving record and feel comfortable driving a refrigerated box truck. (No special license required)
- Be able to lift and carry up to 50 pounds, load and unload box truck.
- Have an established system for managing stress.
- Be proficient in Microsoft, Excel, Word, Outlook and Publisher.

Specific Responsibilities

- Encourage cooperation between community organizations, schools, and local Partner Agencies of MFBN.
- Maintain good communication with program sites via phone, e-mail, mail and in person.
- Maintain and oversee day-to-day relations with program sites.
- Possess or be able to obtain ServSafe food safety certification upon hire.
- Conduct strategic outreach to establish new programs in underserved areas.
- Develop and assist new Backpack and School Pantry Program sites in the implementation process.
- Develop and assist new distribution sites in the Mobile Food Pantry process.
- Ensure the timeliness and accuracy of distribution reports.
- Work to establish new relationships between Mobile Food Pantry distribution sites and MFBN by providing resources and program/partnership information.
- Perform any additional tasks and duties as assigned.

Communications

- Coordinate ongoing training and support to school program sites.
- Assist sites with solicitation of fiscal and/or nonprofit sponsorship.
- Contact prospective sites and provide education on child hunger program options.
- Coordinate with various organizations such as Parent Teacher Associations, civic groups, and other nonprofits that can assist with local programs.
- Organize and provide program training to current and prospective Mobile Food Pantry sites.
- Prepare professional support materials such as brochures, manuals, videos, etc. to assist in promoting all programs.
- Contribute program content for social media, newsletters, and surveys.
- Collaborate across all MFBN departments to ensure best practices among program sites.
- Advocate for the MFBN and its partners in areas related to eliminating hunger in Montana.

Administrative

- Maintain database and contact records for program sites.
- Collect and organize monthly distribution data from school program sites.
- Coordinate with Operations Department on vehicle usage and delivery of program goods.
- Provide bi-monthly written reports to Chief Programs Officer.
- Work with other program staff to identify gap areas and possible workable solutions.

Required

- One year of experience in similar work.
- At least 2 years of experience working in management or customer service.
- Type at least 60 wpm with accuracy.
- Proficient in Microsoft Excel, Word, Outlook, and Publisher.
- Valid driver's license, insurance and access to reliable transportation.

Preferred

- Bachelor's degree in social work, education, non-profit management, or related field.
- Experience working with schools and/or nonprofits.
- Previous management experience.

Qualifications & Experience

Personal Attributes: Commitment to the alleviation of hunger in Montana; Comfortable working and interacting with people from diverse ethnic, economic and cultural backgrounds.

Communication Skills: Exercise superior oral and written communication skills. Demonstrate excellent customer service over the phone, e-mail, and in person.

Behavioral Skills: Flexible, self-starter with the ability to work both independently and in group settings. Sensitivity to diversity and the ability to work with people of different nationalities, ethnic origins, and socioeconomic levels is essential. Good interpersonal skills with the ability to interact professionally with the public.

Physical Requirements: This position is both active and sedentary and will require the individual to be seated in front of a computer approximately 80% of the time, and physically boxing/distributing food/visiting program sites approximately 20% of the time. Must be able to lift at least 50 pounds or more and be able to travel long distances in a vehicle.

*Offer of employment is contingent on successful completion of a background check