



Job Description

Job Title:	Programs Coordinator
Classification:	Full Time, 40 hours per week, Non-Exempt
Department:	Programs
Reports to:	Programs Manager

Job Summary

The mission of Montana Food Bank Network (MFBN) is to end hunger in Montana through food acquisition and distribution, education, and advocacy. The Programs Coordinator maintains communication with and provides support for Partner Agencies of MFBN through outreach, capacity building, and resource development. The Programs Coordinator acts as a liaison between organizations and Tribal communities monitoring sites across the state, and sustaining daily communications between Partner Agencies, MFBN, and volunteers.

Duties and Responsibilities

- Have outstanding customer service skills and exceptional empathic listening skills.
- Identify problems and implement solutions in the best interest of both Network Partners and MFBN.
- Communicate with individuals from diverse backgrounds and circumstances through email, phone, and face-to-face meetings.
- Be willing and able to travel within Montana frequently, and out of state occasionally.
- Be willing to facilitate meetings and speak in front of attentive audiences.
- Understand the complexities of Montana's 56 counties and Indigenous Communities.
- Be empathetic to the needs of those experiencing food insecurity.
- Work in conjunction with and under the direct supervision of the Programs Manager following both specific and general directives.
- Maintain an exceptional level of communication between MFBN, our Network Partners, and resource providers through email, phone, mail, and in person.
- Identify and coordinate programs and resources to increase Network Partner's capacity.
- Collaborate with Administrative Assistant to oversee and train volunteer groups packing food boxes for Mail-a-Meal Program (MAM).
- Obtain ServSafe Manager Certification, ServSafe Instructor, and Proctor Certifications.
- Participate in training related to customer service and recognition, resource development with Network Partners, and other staff as needed.
- Work with Montana Fish, Wildlife and Parks (MFWP), and Montana meat processors to administer Hunter's Against Hunger Program. Responsibilities include but are not limited to outreach, training, funding allocation, processing of tags to ensure payment to participating processors, act as the main point of contact and liaison for participating

processors, Network Partners, and MFWP.

- Oversee Mail-a-Meal Program (MAM) including but not limited to outreach, local coordinator training, ongoing support, client intake, monthly reporting, communication with Operations Department to ship and deliver MAM boxes, inventory control, forecasting, and operating within grant fund guidelines.
- Responsible for learning all aspects of our food distribution services to provide information in a culturally sensitive way and provide insight to MFBN into the culture of Tribal communities
- Provide partnership and program support to Tribal communities located in the MFBN service area. Work alongside Tribal communities to identify needs related to food security and help identify resources, services, programs and partnership opportunities to help address identified food insecurity needs.
- Assist with annual member conferences, conference calls, webinars, and regional meetings as scheduled.
- Monitor deadlines and accuracy of all inbound reports collected from Network Partners.
- Create and maintain reports for any grants that require distribution statistics from Network Partners.
- Conduct annual program evaluation, summarize, and report results.
- Assist with planning and implementation of annual member conference, conference calls, webinars, and regional meetings as applicable.
- Contribute to social media content, newsletters, bi-monthly department reports, program surveys, and other promotional tools as requested.

Skills and Qualifications

- Be committed to MFBN's mission and vision.
- Comply with MFBN policies and procedures.
- Work diligently to meet deadlines with attention to detail.
- Strong writing ability and excellent interpersonal skills.
- Experience in public speaking or group facilitation.
- Strong organizational and planning skills with the ability to work on multiple responsibilities.
- Take initiative while working as a member of a team.
- Willingness to suggest new ideas and strategies.
- Proficient in Microsoft Office Suite and Google Forms and Docs.
- Perform any additional tasks and duties as assigned.

Required

- Bachelor's degree in social work or related field and/or 2+ years of experience in human services or community organizing.
- Customer service experience.
- Valid driver's license and insurable.
- Ability to travel long distances by car throughout Montana. Primarily in spring, summer, and fall. Travel approximately 20-25% of full-time schedule.

Preferred

- One or more years of experience working on anti-hunger, anti-poverty, or related programs.
- Experience working with nonprofit organizations.
- Individuals with lived experience of food insecurity are strongly encouraged to apply.
- Experience working with Tribal communities is highly preferred.

Worksite

- MFBN's office is located at 5625 Expressway, Missoula, MT 59808.
- Travel required, primarily in-state.

Montana Food Bank Network is an equal-opportunity employer.

We celebrate diversity and are committed to creating an inclusive environment for all employees.

Offer of employment is contingent on the successful completion of a background check.