

Position Title:	Hunger Prevention Services Manager	Department:	Hunger Prevention Services
Reports to:	Sr. Director of Hunger Prevention Services	Classification	Exempt <input type="checkbox"/> Non Exempt <input checked="" type="checkbox"/>
Date:	06/03/2016	Supervises:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

The primary focus of this position is the Operations aspect within the Hunger Prevention Services Team. This position will work as a close knit partner to the Volunteer Engagement and Development and Outreach aspects of all food banks within the Hunger Prevention Services program. This position will further enhance Volunteers of America Western Washington's Hunger Prevention Services mission to provide an integrated approach to safe and excellent food service through community engagement and the power of the volunteer experience.

1. Operations (50%)

- Focus on Operations within the Hunger Prevention program while maintaining a close & effective partnership with Volunteer Engagement and Development and Outreach Aspect of each food bank. The Operations focus will include:
 - Ensure high standards of service and delivery in a positive and respectful atmosphere to food bank recipients
 - Adhere to proper & safe food handling/storage best practices
 - Be responsible for the food ordering; inventory control; and distribution of food
 - Become the in-house expert on client tracking software (Client Card); train staff and volunteers
 - Administer and manage the Grocery Rescue program at participating food banks to ensure compliance with guidelines
 - Manage fleet of agency vehicles, including daily/weekly inspections, lease details, and maintenance
 - Represent Hunger Prevention food banks at Coalition and Committee meetings
 - Ensure all documentation & reporting is completed in an accurate and timely manner
 - Maintain a working knowledge of the budget
 - Keep current on changes in the industry and awareness of trends
 - Constant communication of daily activities with the Hunger Prevention Services Team
 - Reach monthly Key Performance Indicator goals for the entire Hunger Prevention Team

2. Volunteer Engagement (25%)

- In cooperation and partnership with Volunteer Engagement:

- Recruit, train, schedule, retain, and empower volunteers to manage the day-to-day functions of the Hunger Prevention Services program
- Organize & lead group volunteers to assist with food bank projects and/or community events
- Ensure all volunteers maintain and present the highest level of professionalism at all times
- Provide leadership and clear vision in order to support the empowerment and growth of others
- Assist in reaching Key Performance Indicator goals for the Entire Hunger Prevention Team.

3. Development and Outreach (25%)

- In cooperation and partnership with Development and Outreach:
 - Develop and maintain ongoing relationships with major donors
 - Secure financial and in-kind donations from individuals, businesses, and neighborhood community members/groups
 - Ensure messaging, service, and branding is consistent with agency's mission and goals
 - Be a key external face of VOAWW food bank services in the local community
 - Participate in the organization and execution of special events
 - Assist in reaching Key Performance Indicator goals for the Entire Hunger Prevention Team.
 - Demonstrated ability to grow new programs, resources, volunteers and funds
 - Ability to travel and become a presence in all communities needed to support the VOAWW Hunger Prevention Program.

4. Other Duties as Assigned

- Support the agency's mission through assisting or leading special projects. Perform other duties as assigned.

Required Knowledge, Skills and Abilities

- Contribute to and support a positive, team-oriented work environment.
- Maintain effective organizational and interpersonal skills including written and verbal communication skills.
- Have a thorough knowledge of MS Excel & Word and be computer-savvy with electronic documentation processes.
- Be able to identify and resolve problems in a timely manner, gather, and analyze information skillfully.
- Resolve conflict and be able to identify potential conflict amongst others or those being cause by oneself.
- Demonstrate a focus on quality by being accurate and thorough; look for ways to improve processes and deliverables.

- Understand the big picture and be able to visualize solutions & implementation strategies.
- Accept responsibility for one's own actions and follow through on commitments.
- Take initiative and independent action; asks questions wisely and as necessary.
- Be committed to the agency's mission and objectives.
- Have a curious nature and need to learn and encourage learning in others.

Additional Qualifications

- BA or equivalent years experience in a related field and/or a transferrable job experience
- Minimum of 2 years experience of effective team building & supervision of volunteers
- Local travel and ability to support and work frequently at multiple locations
- Knowledge of community and state resources
- Ability to arrange for flexible schedule (will include some evenings & weekends)
- Have reliable transportation
- Able to pass background check to allow for working with vulnerable adults/seniors and children
- Must possess the ability to be flexible and adaptable to a changing environment and working with a diverse population

Physical Demands & Working Conditions

The physical demands here are representative of those that must be met by an employee in a business office environment to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

1. While performing the duties of this job, the employee is frequently required to read, speak, stand, walk, sit and use a computer keyboard and monitor.
2. Must be able to effectively communicate with co-workers and clients.
3. Must be able to reach above head and perform repetitive movements.
4. Must be able to drive or have reliable transportation for off-site meetings and events.
5. Must be able to drive fleet vehicles once trained.
6. Must be able to use warehouse equipment such as pallet jack and forklift once trained.
7. Must be able to lift items up to 50 lbs. consistent with assistance.

If you wish to apply for this position, please send a cover letter and resume to:
recruiter@voaww.org

Volunteers of America provides equal employment opportunities to all employees and applicants for employment without regard to race, sex, age, sexual orientation, marital status, color, creed, religion, national origin, disability, disability or status as veteran or special disabled veteran, use of trained guide dog or service animal by a person with a disability. We are in accordance with applicable federal laws and in compliance with the Americans with Disability Act, to include HIV Aids and other communicable diseases covered under the Act. Additionally, the agency complies with applicable state and local laws governing non-discrimination in employment.

