



Programs Coordinator Schools

Job DESCRIPTION

POSITION: Programs Coordinator
DEPARTMENT: Programs
REPORTS TO: Director of Programs
HOURS: 8:00 – 5:00 - Monday-Friday, (evenings and weekends as required)

POSITION SUMMARY:

Montgomery County Food Bank seeks a professional Community Relations Coordinator to serve as a member of the Programs Department, working directly with the Director of Programs, to advance the organization's mission throughout the greater Montgomery County Area.

DUTIES AND RESPONSIBILITIES:

Position is responsible for maintaining smooth operations for all day-to-day activities within School Programs and community relations. Provide exceptional customer service and support to School Partners, and Administrative and Operations programs as needed. Maintains professional business relations with staff and outside contacts. Communicate with management on community relations activities.

In collaboration with Director of Programs, support the implementation and management of community and school programs.

- Update and maintain school program membership and eligibility, including Backpack Buddy Program, School Pantry Program, School Markets, and School- Based Nutrition Education.
- Monitor, recruit, and provide technical assistance to new, existing, and prospective school partners.
- Conduct training and orientations for school partner workshops; covering topics like client data collection, food safety, best practices, etc.
- Coordinate with team for various events, food distributions, and collections.
- Provide partner relations and member support.
- Assist program director with identifying potential community resources for partner agencies.
- Data entry for monthly reporting statistics for all schools and Partner Agencies.

- Coordinate Mobile Distribution program with school-based partners.
- Provide support and communicate with community partners to establish monthly mobile distributions, collect and report client data.
- Document and develop community partner data, provide written reports and letters when needed.
- Participates in research activities and projects as assigned by Director of Programs.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in-group problem solving situations; uses reason even when dealing with emotional topics.

Dealing with Ambiguity – Effective in coping with change, can shift gears easily, flexible, can act without having all the information, can comfortably handle risk.

Emotional Intelligence – High level of this for the role in regards to empathizing and understanding the emotions and decision making of your audience.

Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

Managing Customer Focus - Promotes customer focus; establishes customer service standards; provides training in customer service delivery; monitors customer satisfaction; develops new approaches to meeting customer needs.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self-available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services.; continually works to improve supervisory skills.

Achievement Focus - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; recognizes and acts on opportunities; takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

QUALIFICATIONS:

Bachelor Degree Preferred

3-5 years' Experience in community relations, accounts management, and/or project management.

Non-Profit or Social Services experience preferred.

TRAVEL REQUIREMENTS

Travel: Yes.

If yes, up to 75% of the time

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Full-time position
- Duties are performed indoors, in an office environment
- Interaction is required with other personnel, clients and other external parties

Physical Demands:

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

- Most functions are performed while seating at a desk or standing up
- Individual shall require to stand for longer periods
- On a regular day individual might be required to lift up to 20 lbs. of weight (i.e. document files, copy paper, food boxes etc.)

DISCLAIMER:

Montgomery County Food Bank is an Equal Opportunity Employer and employment "at will" organization. This job description does not imply or constitute an offer of employment.