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 (MCFB) seeks a professional School Programs Coordinator to serve as a community relations liaison to local schools, educational partners, and other community partners. This position is responsible for maintaining smooth operations for all day-to-day activities for MCFB School Programs, including Backpack Buddy, School Pantries, University Pantries, and School Markets.

DUTIES AND RESPONSIBILITIES:

In collaboration with Director of Programs, this position will support the implementation, management, and growth of various school programs.

- Recruit, monitor, and provide technical assistance to new, existing, and prospective school partners.
- Update and maintain school program membership and eligibility, including Backpack Buddy Program, School Pantry Program, School Markets, and School-Based Nutrition Education.
- Conduct training and orientations for school partner workshops; covering topics like client data collection, food safety, best practices, etc.
- Serve as Subject Matter Expert for childhood hunger within the organization. Collect and analyze community data, as it relates to childhood hunger, provide written reports when needed.
- Coordinate all aspects of the Mobile Distribution program with school-based partners.
- Coordinate various events, food distributions, and food drives.
- Assist Director of Programs with identifying potential community resources.
- Manage data entry for monthly reporting statistics for all School Programs.
- Participates in research activities and projects as assigned by Director of Programs.
• Maintain professional business relations with staff and outside contacts
• Provide exceptional customer service and support to school partners, and other community partners.
• Communicate with management on community relations activities.
• Ability to multitask and prioritize in a fluid environment.
• Other Duties as assigned.

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.

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, local travel up to 75% of the time.
Must have reliable transportation.

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 and outdoors, with schools, at mobile markets and other events.
- 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 30 lbs. of weight (i.e. document files, copy paper, food boxes etc.)

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Supervisor / Manager Signature  Date

ACKNOWLEDGED: Employee Signature  Date

PRINT: Employee Name

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.