

Position Title: Food Security Manager 1
Reports To: Program Director
Supervises: Volunteers
Salary Range: \$50,000 - \$56,000
Date Updated: November 2022

Summary:

Middleton Outreach Ministry (MOM) is working to bring our community together to create food and housing security through action and advocacy in the West Madison, Middleton, and Cross Plains area. MOM operates one of the largest food pantries in Dane County. The Food Security Manager is responsible for operating dignified and equitable Food Security programs, including the Food Pantry and other affiliated food programs. These programs ensure that guests access nutritious, culturally-inclusive, and desirable foods.

The Food Security Manager will provide culturally inclusive, trauma-informed services that incorporate research-based best practices into the programs by developing and maintaining partnerships with volunteers, donors, and community agencies. The ideal candidate will have a proven ability to foster coordination and cooperation among diverse groups with sometimes competing goals. In addition, they will be committed to getting results in a fast-paced and complex environment.

The Food Security Manager will create a welcoming and encouraging environment for MOM's community members, including volunteers, guests, and donors.

A flexible schedule will be needed between 8am – 5:00pm with occasional evenings, and occasionally Saturday mornings, flexing hours as required for volunteer and program support.

Job Responsibilities:

The Food Security Manager 1 will:

Program Management

- Educate the community through MOM communication channels on Food Security issues and needed items for the food pantry. Share stories of community involvement to increase awareness and goodwill. Reply to community members whom are inquiring about food pantry operations and services.
- Engage in outreach and advocacy efforts to enhance MOM's mission. Attend community meetings, as assigned.
- Design and implement program evaluations to measure service delivery and formulate action plans to address issues in collaboration with other staff members as needed.
- Maintain and work within a budget to meet program goals. Complete and submit expense reports, requests for payment, invoices, and program metrics in a timely manner to ensure operations are in line with designated objectives.
- Oversee, manage and report on food deliveries from outside vendors.
- Oversee, manage, track, order, and report on all pantry orders for food and other essential items.
- Maintain standard operating procedures for the warehouse, mobile food pantries, and food pantry.
- Oversees registration of new Food Pantry guests.
- Other duties may be assigned.

Distribution Center Operations

- Ensure that all areas of the Distribution Center (Food Pantry and Warehouse) are organized, accessible, and maintained.

- Coordinate Food Security programs in conjunction with staff and outside agencies where applicable. Create and operate systems to allow for free-choice shopping through the MOM Food Pantry.
- Form partnerships with the community to ensure food variety and inventory levels remain consistent at little to no cost to MOM, including but not limited to partnerships with Second Harvest Food Bank, Community Action Coalition, food rescues, and community food drives.
- Manage the process of accepting donations of food and other pantry essentials.
- Maintain a schedule for the MOM truck for use with the Food Pantry and other MOM priorities.
- Work with the Finance and Operations Director to ensure general maintenance of the Distribution Center, all Distribution Center equipment (including the MOM truck), and maintain all safety measures.
- Ensures Emergency Food bags are available and reported accurately when requested.
- Complete food pantry and warehouse shifts as needed to fill volunteer gaps.
- Other duties may be assigned.

Volunteer Management

- In collaboration with the Food Security Manager 2 and Volunteer Program Manager, oversee, effectively communicate with, and train volunteers that are assigned to the warehouse and food pantry to ensure the programs and donations are successful.
- Along with the Food Security Manager 2 and Volunteer Program Manager, create meaningful volunteer experiences that provide educational opportunities for both individuals and groups.
- Support the efforts of the Volunteer Program Manager to ensure adequate volunteer staffing of the warehouse and food pantry.
- Oversee pantry operations outside of regular business hours.
- Partner with the Food Security Manager 2 and Volunteer Program Manager to communicate with volunteers any changes in schedules, job duties, and agency updates.
- Partner with Food Security Manager 2 and Volunteer Program Manager to facilitate quarterly meetings for warehouse and food pantry volunteers.
- Other duties may be assigned.

Qualifications:

We're seeking candidates who excel in relationship-building, are innovative and resourceful, and have strong project management skills. You:

- Are willing to actively engage in personal and professional work around cultural competency and knowledge of racial justice values.
- Can oversee large numbers of volunteers, multi-task, delegate successfully, and thrive in a fast-paced, challenging work environment.
- Work cooperatively with others including staff, volunteers, guests, and community leaders.
- Communicate clearly in a variety of settings requiring strong verbal, written, interpersonal and group presentation skills. Excellent listening skills required.
- Display a high degree of independent judgment and discretion due to the high degree of exposure to sensitive and confidential information.
- Is a strong analytical thinker with problem solving and communications skills (both written and oral) with attention to detail.
- Have excellent organizational skills and the proven ability to successfully handle multiple projects and meet critical deadlines.
- Can create and maintain effective working relationships within the agency and with other external agencies and community groups.
- Are service-oriented and personable.

- Are adaptable to changing organizational needs.
- Have periodic weekend or evening availability based on agency need.
- Have a valid driver's license and are willing and able to drive the MOM truck when needed (CDL not required).

Preferred Experience:

- Associate's degree in human services, business management, or other related field, or relevant work experience.
- Experience with food security, food pantry and/or warehouse operations preferred.
- Experience working with and leading individual and group volunteers. Demonstrated ability to provide exceptional volunteer support.
- Knowledge and experience with guest and volunteer database systems

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Staff Core Competencies:

At MOM, no matter the role, we all are stewards of community resources, using them to best serve guests towards our mission and vision. To do this, we bring community members, both donors and volunteers, together to create a lasting impact. The Food Security Manager is an integral part of MOM's team and all staff must demonstrate specific core competencies.

Working Conditions:

Physical Requirements: Mostly active, but some sedentary work, exerting 25-40 lbs. of force on a somewhat regular basis.

Physical Activity: Primary working position standing, with occasional sitting, stooping, crouching, and kneeling; frequent reaching, carrying, lifting, pushing, pulling, fingering, grasping, typing, talking-speaking clearly, hearing-conversation, and seeing-near.

Work/Environmental: Moderate to loud noise level, cement floors and temperature variations consistent with a warehouse environment.

Personal/Physiological: Interaction with people, working around people, planning of activities, making judgements in emergency situations, frequent changes in duties and volume of work, intra-organizational communication.

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.