



Job Description

Position Summary:

MCSA is looking for a qualified candidate to fill their Food Programs Coordinator/Manager position. This individual will report directly to the Program Director. The Food Programs Coordinator/Manager is an important member of the community and is responsible for serving vulnerable populations through the Food Pantry and Lunch Programs. The qualified individual must possess outstanding customer service, the ability to network with ease, as well as demonstrated organizational and managerial skills. He or she will be responsible for coordinating volunteers, ordering appropriate food items and coordinating delivery of food supplies. He or she may be required to operate or supervise the operation of kitchen equipment, lift box's, stock shelves. This person would be responsible for maintaining a clean and organized environment.

The Food Programs Coordinator/Manager also serves as a team member to assure excellent service delivery to the community. This position works with substantial independence but can be limited to routine decision-making regarding food purchases, volunteer utilization, and representing the agency in a positive fashion. Unusual situations are discussed with supervisor prior to acting

Essential Functions and Responsibilities:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While not totally inclusive, the following are essential functions and responsibilities for this position and may be revised from time to time.

- Provide structure and organization to Pantry and Lunch operations.
- Place food orders with local suppliers.
- Receive, sort, and store shipments.
- Provide patrons and volunteers with excellent customer service.
- Provide direction and assistance to volunteers.
- Coordinate with local donating vendors.
- Cook or otherwise prepare meals for up to 100 people.



- Attend meetings regarding facility operation.
- Provide reports and presentations to supervisors or interested parties.
- Document and record weight of donated items.
- Ensure donors receive accurate and appropriate notification.
- Establishes contact with and serves on committees of agencies and organizations serving the homeless and or at risk of being homeless population in the Muscatine area

Competencies:

1. Maintains confidentiality
2. Ethical conduct
3. Good communication skills, written and verbal
4. Excellent customer service skills
5. Good decision-making ability
6. Able to work collaboratively
7. Detail oriented
8. Able to follow process and procedures
9. Flexible and willing to accept change as necessary

Work Environment:

This job operates in an as grocery store/kitchen environment. This role routinely uses standard kitchen equipment such as ovens, carts, shelving, computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands:

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands and fingers to handle or feel; and reach with hands and arms. The employee will be required to lift up to 40 lbs.

Position Type and Expected Hours of Work:

This is position can be Full or Part time, and hours of work and days are generally Monday through Friday 8:00 am – 5:00 p.m. but will vary depending on scheduled activities and volunteer availability.

**Travel:**

Travels as required for home visits and other community activities.

Requirements, Education and Experience:

- Must be at least 18 years of age
- High School Diploma Required
- 3 years' customer service experience
- Must pass pre-employment drug screen and criminal background check
- 3 years' supervisory experience.
- Demonstrated ability to communicate professionally
- Demonstrated ability to complete tasks thoroughly without supervision
- Proficient with Microsoft Word and Excel

MCSA is an equal opportunity employer (EOE).