



## Program Coordinator

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Hunger Network, a non-profit organization which envisions that no one goes hungry and no food goes to waste seeks a full-time Program Coordinator. Food Rescue utilizes innovative, people- powered technology to revolutionize the last-mile of the logistics chain by bridging the gap between hunger and food waste to bring food access closer to those who need it. This position reports directly to the Program Director and works in conjunction with the Operations Manager.

### Position Summary

The Program Coordinator is responsible for the successful execution of Hunger Network's Food Rescue program and the Hunger Network Food Pantry. Food Rescue requires an entrepreneurial spirit, strong technology skills, a passion for sustainability and serving the community, and a keen eye for operations to be most successful. This position will help with the day-to-day operations of Food Rescue and the pantry.

### General Responsibilities

- Serves as dispatcher of the Food Rescue Hero technology system and masters all aspects of the technology.
- Provides assistance to the Food Rescue team on tonnage targets and other key performance indicators for the region.
- Identifies supply chain weak points and assists with implementing solutions.
- Works with Food Rescue team to analyze performance data to isolate trends; identifies opportunities to improve systems and processes; and reports on progress toward goals.
- Maintains food safety standards throughout the supply chain.
- Manages the ordering and 1-2 times a month distribution of the food pantry.

### Volunteers

- Works closely with and supports the Food Rescue team on related program needs to recruit, engage, and retain Food Rescue program volunteers.
- Troubleshoots rescues in real time via the Food Rescue Hero app.
- Engages volunteer driver network effectively.
- Addresses volunteer issues effectively and efficiently.
- Assists team with updating contact information for all volunteer, donor, and nonprofit recipients.
- Assists with Food Rescue Hero engagement activities.

### Nonprofit Partner and Food Donor Recruitment, Engagement, and Retention

- Works closely with the Food Rescue team to:
  - Ensure partner coverage across program region.
  - Helps identify potential new food donors, nonprofit partner, and volunteer recruitment efforts.
  - Ensure donation use throughout the donation pipeline, minimizing waste and maximizing volunteer driver network.

### Food Pantry

- Order and receive food and validate invoices from the Cleveland Food Bank.
- Pickup, receive, and record food donations.
- Stock pantry and ensure all food is sorted and stored in a safe and sanitary manner.
- Inventory food regularly and provide required food bank reports.
- Organize and oversee food distribution process with help of other staff and volunteers.

## **Qualifications and Skills**

- A sincere and deep commitment to the Hunger Network mission.
- Excellent technological skills and proficiency in Excel and PowerPoint.
- Experience with database management required.
- Strong critical thinking and interpersonal skills.
- Highly adaptable and excited to operate in a fast-paced environment while able to work with minimal supervision.
- Able to identify needs, implement strategy, and juggle many moving pieces on a regular basis.
- Have compassion, patience, and cultural competency.

## **Competencies**

- Excellent organizational, and communication skills.
- Ability to manage multiple projects simultaneously and adjust project timelines as needed.
- Experience working in high-growth and/or early stage company environments.
- Excellent outreach and relationship-building skills.
- Highly analytical, detail-oriented, and process-driven.

## **Other**

- Some weekend and evening hours
- Reliable transportation, valid driver's license, and automobile insurance
- This position fluctuates from sitting for long periods of time to being active and requiring standing, walking and bending. Individual frequently lifts and moves food and other items over 30 pounds and loads food boxes into and out of vehicles.
- Background check

*Excellent benefits package available. Hunger Network is proud to be an Equal Opportunity Employer. Send cover letter and resume to [careers@hungernetwork.org](mailto:careers@hungernetwork.org).*