

THE FAMILY PANTRY OF CAPE COD
JOB DESCRIPTION

Job Title: Program Manager

Department: Pantry Administration

Supervisor: Executive Director

Date: January 2025

Job Summary:

The Program Manager shall be responsible for the coordination of all activities in conjunction with the daily operation of The Family Pantry of Cape Cod and the delivery of services to the clients. The bulk of the work involves managing volunteers as they work with the Pantry clients accessing the Pantry for food and clothing. Close interaction with pantry clients is required, as they navigate Pantry policies and procedures. Patience and compassion are necessary as clients often have language barriers. Additional programs include: SNAP and Fuel Assistance applications, Turkey Day, Toy Day, Foods to Encourage, Mobile Pantry, Backpack Program, Grab and Go, and Easter Basket Program. This position reports to the Executive Director.

Supervision Received:

The incumbent will be supervised by the Executive Director and is expected to follow and implement all policies adopted by the Board of Directors. A significant amount of independent decision making is required; however, the Executive Director must be consulted on unique or individual situations. Monthly reporting to the Executive Director is required on all programs, training and volunteer activities.

Supervision Given:

The Program Manager shall provide general supervision to all volunteers and the Assistant Program Manager . The Program Manager will work in collaboration with senior level volunteers to provide client services and programs in order to carry out the

mission of the Pantry. Supervision shall also include evaluation of the volunteers and programs and shall be carried out in a manner that provides leadership and motivation to all volunteers and the community.

Duties and Responsibilities:

1. Supervises the daily overall operation of the pantry
2. Supervises the recruitment, appointment, training, assignment and scheduling of all volunteer positions within The Family Pantry
3. Engages volunteers on a regular basis to review current programs and solicit ideas and opinions on organizational needs
4. Arranges for the procurement of all supplies needed for the operation of the pantry except for food which is handled by the Warehouse Manager
5. Creates, maintains and annually updates procedure manuals for all pantry operations
6. Conducts and summarizes bi-annual client and volunteer surveys
7. Assists with all volunteer appreciation activities
8. Assists other Pantry staff on an ongoing basis, as needed
9. Schedules and oversees the Pantry's Community Service workers
10. Arranges for employee training as it relates to First Aid, CPR/AED, and ASHE training
11. Tracks the Pantry's Automatic External Defibrillator equipment
12. Implements the Pantry's CORI policy, and all related record keeping responsibilities
13. Publishes a weekly "Volunteer Update" which is distributed to all Pantry volunteers electronically
14. Assists with managing the Client Manager software system, the Volgistics volunteer software system and Time Tracker Database
15. Updates monthly pantry statistics for main pantry, 4Cs and the mobile pantry programs
16. Maintains the Pantry's Service Enterprise certification and all related documentation
17. Assists with updating the Pantry's Emergency Planning document
18. Interacts with Pantry vendors to provide for the smooth delivery of products and services
19. Engages clients daily in addressing questions, problems, concerns etc.
20. Assists in the delivery of client services as needed

Education and Experience Requirements

1. BA/BS in management or related field
2. Obtain and maintain a Serve Safe food safety certification within 30 days
3. 3 years' experience in managing large groups
4. Exceptional oral and written communication skills are required
5. Proven ability to skillfully and gracefully manage conflict
6. Strong computer skills including Microsoft Word, Excel and Gmail
7. Excellent organizational skills and attention to detail

8. Ability to independently prioritize and to function smoothly under pressure and within deadlines
9. Ability to comfortably lift 35 lbs.
10. Position is salaried and requires 40 hours per week including Thursday evenings and Saturday mornings.