



Job Title: **Meals Program Coordinator**

FLSA Status: Full-Time Exempt

Reports to: Meals Program Director

Supervises: Delivery Drivers

Revision Date: October 30, 2023

Salary Range: \$39,520-\$43,680

POSITION SUMMARY:

The Meals Program Coordinator serves as a key member of the operations and the home delivered meals program. They coordinate the paid and volunteer drivers for hot meal pickup and meal delivery to homes and businesses. They work with the team coordinators (program, operations, and intake) to retain recipients as well as provide and deliver nutritious meals each weekday to recipients in a safe and professional manner. They are responsible for volunteer recruitment, retention, and recognition of volunteers to meet identified operational and program needs. They provide direct support to the Meals Program Director in daily meal delivery operations and supervise paid drivers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Answer and triage telephone calls during business hours to problem solve volunteer meal packing and meal delivery issues in a timely manner. Respond promptly to paid and volunteer driver inquiries, providing confirmation and follow-up communications.
2. Coordinate paid drivers for meal delivery to businesses and homes, as needed.
3. Identify, recruit and place volunteers as needed to assist with meal packing as well as provide home delivered meals on each weekday unless otherwise noted. Process volunteers and provide orientation for meal packing and driving a delivery route.
4. Communicate with neighbors, volunteers, guests, partner agencies, meal contract agencies and fellow program employees with respect and professionalism.
5. Maintain paid and volunteer driver contact information and schedules, and other identified paid and volunteer driver information.
6. Attend volunteer recruitment fairs as needed.
7. Plan and execute appropriate volunteer appreciation events throughout the year.
8. Maintain relationships to problem solve and retain neighbors and volunteers.
9. Assist with meal components and meal packing for distribution to volunteer drivers and paid drivers.
10. Create preliminary invoices for adult and child day care programs for Meals Program Director review prior to accountant invoice preparation.
11. Coordinate an annual satisfaction survey of home delivered meal neighbors, summarize data in collaboration with Development Team.
12. Follow all food safety, food handling and sanitation guidelines and regulations.

13. Respond to special needs presented by fellow staff, volunteers, donors, partner agencies, contract agencies as well as recipients.
14. Attend staff meetings/training and other meetings as required.
15. Participate and support Loaves & Fishes/Friendship Trays Fund Raising Efforts.
16. Represent the association as required by the CEO.

SUPERVISORY RESPONSIBILITIES:

Directly supervises Meals Delivery Drivers and maintains indirect oversight of volunteers. Carries supervisory responsibilities in accordance with LFFT’s policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; scheduling, planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS:

1. Minimum education requirements: Associate degree in related field preferred or equivalent combination of education and experience.
2. Ability to lift up to 25 pounds repetitively.
3. Experience with maintaining accurate records, coordinating schedules/calendars, and creating and following administrative processes and procedures.
4. Proficiency in computer operations (Microsoft Office-Outlook, Teams, Word, Excel), use of ServTracker and volunteer database.
5. Strong organizational skills.
6. Exceptional interpersonal, oral, written, and presentation skills.
7. Dependable and punctual team player.
8. Positive, “can-do” attitude, flexibility, and detail oriented; high degree of initiative and an ability to manage and prioritize multiple tasks and projects at a time.
9. Strong customer service skills, ability to communicate calmly with patience and kindness.
10. Ability to work with sensitivity, empathy and without discrimination towards peoples of diverse cultures, races/ethnicity, socio-economic positions, ages, religions, genders, physical/mental challenges/disabilities, and sexual orientations.
11. A passion for the mission of Loaves & Fishes/Friendship Trays is essential.
12. Compliance with our Covid Vaccination and Testing Policy. All employees are required to report their vaccination status and, if vaccinated, provide proof of vaccination. All employees who are not fully vaccinated will be required to undergo regular COVID-19 testing and wear a face mask.

This job description may not be all inclusive and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties will be reviewed periodically and may be modified when deemed appropriate by management.

Employee Name: _____

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____