



NONPROFIT SERVICES MANAGER

POSITION INFORMATION

Position Type	Full time, Exempt	Reports To:	Director of Programs
Department	Programs	Supervises:	Nonprofit Services Supervisor, Specialized Programs Supervisor

SAN DIEGO FOOD BANK MISSION, VISION AND VALUES

All San Diego Food Bank employees are expected to act responsibly, guided by our mission, vision and values at all times.

Mission Statement

To provide nutritious food to people in need, advocate for the hungry and educate the public about hunger-related issues.

Vision Statement

To end hunger in San Diego County!

Values

- **WE SERVE:** We believe the success of our mission is intertwined with the success of those we serve, and our approach is rooted in empathy and understanding for all facing food insecurity. We stand ready to serve and embrace all who come our way with equity, dignity, and respect.
- **WE EMBODY INTEGRITY:** Our commitment to integrity guides everything we do. We hold ourselves to the highest standards of ethical behavior striving to earn and maintain the trust of those we work with and serve.
- **WE CREATE SYNERGY:** We bring people together to advocate and work for change. Together, we create a network of support that amplifies our impact and enables us to empower an even greater number of our valued stakeholders.
- **WE LEAD:** We strive to create a diverse and inclusive culture that fosters leadership and innovation where positive change is embraced and all stakeholders are encouraged and supported to reach their full potential.
- **WE DEMONSTRATE MOXIE:** We're not afraid of a challenge. We adapt to change and quickly pivot to meet the evolving needs of our community. We find solutions to overcome obstacles and demonstrate persistence and perseverance in attaining our mission.
- **WE PUT SAFETY FIRST:** Our commitment to safety is paramount. We understand that to be effective and efficient, we must keep safety and personal responsibility for safety at the core of all operations. We always look out for one another and for those we partner with and assist.



POSITION PURPOSE

Under the direct supervision of the Director of Programs, the Nonprofit Services Manager performs a wide variety of routine to moderately difficult responsibilities and specialized administrative and program-related duties in support of the Jacobs & Cushman San Diego Food Bank's (Food Bank) operations, including, to oversee the success of specialized and food distribution programs provided by the Food Bank and all agencies and organizations partnering with SDFB and performs other related duties as assigned.

ESSENTIAL DUTIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position. All duties are expected to be performed in accordance with existing company policy and procedure. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Responsible for the overall success of the Neighborhood Distribution, Mobile Pantry, Super Pantry, Food to Nonprofits Program, Emergency Food Assistance Program, School Based Programs, College Hunger Relief, and Diaper Bank.
- Responsible for oversight and expansion of client data systems to better inform program decisions
- Develop and maintain relationships with other basic needs service providers in San Diego County to assist with resource connection and solutions to reduce hunger in San Diego County.
- Establish a system for both initial and ongoing reviews of Partner organizations; monitors Partner participation to assure full compliance with Food Bank and USDA regulations. Additionally, the position calls to the attention of the Director of Programs any deviation or shortfalls by any Partner agency with respect to established rules and recommends corrective action.
- Create and deploy Food Bank University curriculum to grow agency capacity.
- Strategically solicits new Partners and cultivates relationships to enhance food distribution and promotion of food security resources throughout San Diego County
- With the support of the Director of Programs and VP of Operations prepares and executes all necessary actions for state and federal audits.
- Prepare regular reports pertaining to Partner performance and compliance; and consults and advise Partners regarding all aspects of participation with the Food Bank.
- Daily usage of our inventory/Partner database (Primarius), client database (Oasis Insight), Excel and Outlook are essential. All written and verbal correspondences need to be clear and precise.



Timely reports on program performance as well as status updates on staff performance will be required each month.

- Work with the Food Procurement Coordinators to encourage use of bulk purchase and food recovery programs.
- Oversee agency relationships, monitoring, and monthly reporting for all agency Partners
- Work with the Nutrition & Wellness Educator and CalFresh Outreach Coordinators to provide nonprofit partners with all nutrition education and CalFresh resources available through the Food Bank and promote nutrition banking throughout their messaging.
- Support the development department by providing ongoing supporting documentation as needed. Create RFP's and criteria for each grant.
- Effectively communicate program related information to direct reports and team members regarding grants, budgets, goals, and opportunities through weekly interdepartmental meetings and monthly department meetings
- Deploy and manage feedback mechanism to provide input on programmatic changes from both partner agencies and food recipients
- Represent the Food Bank at a variety of meetings related to hunger relief including coalitions and working groups.
- Other duties as assigned

IDEAL CANDIDATE

The ideal candidate will act according to their word and follow-through on commitments. Be open-minded and possess an internal drive to constantly improve services and make decisions quickly. The candidate will empower a free flow of communication with colleagues that is mindful, as well as have strategic communication with external stakeholders. High attention to detail required and ability to keep accurate and detailed reports.

SKILLS, KNOWLEDGE & ABILITIES

KNOWLEDGE OF:

- Intermediate skills in Windows Operating Systems and Microsoft Office Suite (Excel, Outlook, PowerPoint, Publisher, Word).
- Public speaking principles and practices; and/or customer service skills.

ABILITY TO:

- Understand and interpret applicable federal, state and local laws and regulations and program related/contract guidelines within areas of responsibility.
- Interpret and explain program guidelines, policies and procedures.
- Operate a computer using word processing, spreadsheet and database software applications.
- Operate other standard office equipment.
- Communicate effectively orally and in writing with a wide range of stakeholders



- Utilize effective reflective listening skills with clients.
- Exercise tact, objectivity, sensitivity, strategy, and sound judgment with a variety of people in a variety of situations.
- Establish and maintain effective working relationships with partner agencies, representatives of community organizations and other staff.
- Hire, train, supervise, retrain and coach staff.
- Manage multiple priorities.
- Perform highly detailed work on multiple, concurrent tasks with frequent interruptions.
- Meet intensive and changing deadlines and interact with officials, staff and the public.
- Understand and follow written and oral instructions.
- Manage comprehensive database tracking systems (Primarius & Oasis Insight).
- Collect and interpret data according to federal, state, and internal requirements.

EDUCATION, TRAINING & EXPERIENCE

- Degree in Nonprofit Management, Business, Sociology or related field.
- 5+ years Program Management experience preferably at a Nonprofit organization.
- 5+ years' experience directly managing and developing staff

LICENSES, CERTIFICATES, SPECIAL REQUIREMENTS

- Valid CA Driver's license.
- Bilingual Spanish/English preferred.

SCHEDULE

- Typical schedule is Monday – Friday, 8am – 4:30pm.
- Some travel within San Diego County is required.
- Evenings / weekends may be required occasionally.

RESPONSIBILITY & AUTHORITY

FINANCIAL:

- Adherence to department budget and purchasing approvals.

PHYSICAL JOB REQUIREMENTS – OFFICE BASED EMPLOYEES

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. +



EXPOSURE:

Employees work under typical office conditions, and the noise level is usually moderate.

EQUIPMENT USED:

Computer, printer, phone, desk, copy machines, scanners, fax machine, postage machine, typical equipment found in an office setting.



ESSENTIAL PHYSICAL TASKS

ANALYSIS OF PHYSICAL DEMANDS

Key is based on a typical week

N = Never

R = Rarely (less than 1 hour per week)

O = Occasional (1%-33% of the time)

F = Frequent (34%-66% of the time)

C = Constant (over 66% of the time)

Activity	Frequency				
	Never	Rarely	Occasional	Frequent	Constant
Lifting/Carrying					
Under 10 lbs.				x	
11-20 lbs.				x	
21-50 lbs.				x	
51-100 lbs.	x				
Over 100 lbs.	x				
Pushing/Pulling					
Under 10 lbs.				x	
11-20 lbs.				x	
21-50 lbs.				x	
51-100 lbs.	x				
Over 100 lbs.	x				
Driving					
Automatic Trans			x		
Standard Trans	x				
Other					
Keyboard/Ten Key					x
Fine Dexterity					x
Grasping/Holding					x
Repetitive Motion					
Hands					x
Feet				x	
Twisting/Turning					
Reach over shoulder			x		
Reach over head			x		
Reach outward			x		
Climb		x			
Crawl		x			
Kneel		x			
Squat		x			
Sit					x
Walk – Normal Surfaces					x
Walk – Uneven Surfaces			x		
Walk – Slippery Surfaces			x		
Stand					x
Bend					x



EMPLOYEE ACKNOWLEDGEMENT

I acknowledge that I have received and reviewed the job description for the position of stated above at the Jacobs and Cushman San Diego Food Bank. I understand the duties and responsibilities outlined in the job description and agree to perform them to the best of my ability.

I confirm that I have read and understand the job description and agree to the terms outlined above.

Employee Name: _____ Employee Signature: _____ Date: _____

Manager Name: _____ Manager Signature: _____ Date: _____