



Job Description

Position Title:	Program Services Representative
FLSA Status:	Non-Exempt
Salary Grade:	9
Department:	Programs
Location:	Abingdon Facility
Supervisor:	Vice President of Programs
Supervises:	None
Revised Date:	1/18/18

Position Purpose:

The Program Services Representative will support the mission of Feeding America Southwest Virginia by developing and maintaining strong relationships with assigned partner programs in the food bank’s geographical area through systematic communication, site visits, and capacity development.

Work with existing programs and identify potential sites to ensure emergency food needs are met. Work with Programs Team to ensure a variety of food distribution resources are available in communities served through programs targeting children during out of school times, emergency food box programs, and on-site meal programs. Monitor program compliance throughout target areas.

To be successful in this role, an individual must be able to perform in a satisfactory manner the functions or responsibilities listed below.

Position Responsibility (Expected Work):
<ol style="list-style-type: none"> 1. As the Program Services Representative representing the organization, he/she will demonstrate a professional demeanor in interactions with all FASWVA staff, agencies, program representatives and government officials in providing support and ensuring compliance. <ul style="list-style-type: none"> • Keep informed and consistently practice the policies and procedures of Feeding America Southwest Virginia, Feeding America national office regarding compliance. • Possess knowledge of Feeding America Southwest Virginia and all programs. 2. The Program Services Representative reports directly to the Vice President of Programs and is responsible in supporting the Programs Department. <p>Operations:</p> <ul style="list-style-type: none"> • Develop and maintain partnerships with member programs. • Ensure food distribution program compliance with FASWVA and governmental guidelines and regulations through on-site visits and monthly reviews of program activity. <ul style="list-style-type: none"> ○ Manage and monitor assigned service areas for performance and compliance. ○ Reports are timely, complete and accurate. ○ USDA agency monitors completed yearly. ○ Non-USDA agency monitors completed at a minimum every 2 years. • Provide ongoing support to food distribution programs to enhance services and increase the impact of programs. <ul style="list-style-type: none"> ○ Update and maintain partner forms, certifications and trainings both electronically and in agency files. ○ Facilitate, train and mentor in areas of safe food handling, civil rights, capacity building and other related classes. • Provide information and assistance to non-profit community and faith-based agencies seeking partnership with FASWVA. <ul style="list-style-type: none"> ○ Provide information about FASWVA and review eligibility of becoming a FA member agency.

- Conduct orientation, on-site evaluation and other necessary training to ensure the new member agency is clear on roles and responsibilities.
 - Provides referrals to persons needing food assistance when needed.
 - Support FASWVA special events, training, education, and capacity building activity as assigned.
3. Maintains and follows effective processes for office communications and administrative procedures.
- Maintain program files to ensure compliance with Feeding America and governmental regulations.
 - Compile and enter monthly report data.
 - Ensure that the information on agency reports is complete and accurate.
 - Analyzes reports and audits them against distribution to ensure completeness and accuracy.
 - Monitors agency reporting and takes actions necessary to ensure monthly reports are submitted in a timely manner.
 - Monitor sheets are complete, signed and kept in the agency file folder.
 - Review demographic and geographic data within service areas and counties to build community capacity to provide food needs in close proximity to hunger and poverty situations.
 - Make recommendations to Vice President of Programs to ensure goals for Pounds per Person in Poverty are met across service area, in each county, and within each community.
 - Ensures CERES information is kept current.
 - Manage non-compliant or no activity agencies in CERES, updating agency file folder and ensuring all departments are informed.
 - Coordinate MAC meetings and agency conferences.
 - Develop and lead New Agency training sessions.
 - Mentor and coach other members on the Programs Team.
 - Handle agency complaints, suggestions and requests.

Other functions:

- Promote a cooperative spirit within the organization and among internal and external participants.
- Perform other duties as assigned by the Vice President of Programs, Chief Operations Officer, and the President and CEO.

Interface: Responsible in maintaining positive relationships.

- Partner Programs and agencies and other nonprofit organizations and their representatives.
- General Public.
- Other departments within Feeding America Southwest Virginia.
- Volunteers.
- Community Service Workers.

Minimum Skills and Qualifications required to capably perform in the position.

Training, Education and Experience:

- Associate's Degree or equivalent combination of education and/or two years' experience in a related field required.

Knowledge, Skills and Abilities:

- Able to work independently and to handle multiple priorities under minimal supervision.
- Must be able to compile reports without supervision.
- Ability to work by timetables and complete reports by appropriate dates.
- Must be able to understand instructions and effectively demonstrate quality results.
- Position requires a high-degree of professionalism and trustworthiness.
- Demonstrated ability to work independently and meet deadlines while managing multiple tasks and

- changing priorities required.
- Strong interpersonal skills and ability to interact with internal and external audiences are required.
- Ability to develop and maintain productive working relationships with staff and from all areas of the organization is necessary.
- Strong customer service ethic is required.
- Possess a wiliness to learn.
- Excellent organizational skills.
- Required attention to detail.
- Limited occasional evening and weekend work required for special events.

Allowable Substitutions: Combination of education, experience, and/or training that provides the required knowledge and skills for the position may be considered in lieu of education and/or experience at the company's discretion.

Language Skills:

- Must have excellent written and verbal communication skills with demonstrated ability to communicate effectively and convey concepts in an understandable way.
- Ability to communicate effectively with all staff members.

Mathematical Skills:

- Ability to perform basic math functions.

Technical/Computer Skills:

- Proficiency required in the use of Microsoft Office Word, Excel and Outlook Software.
- Capable of learning and independently operating equipment required for the position including but not limited to printer, multi-use copier, fax, postage machine and phone system.

Other Skills and Abilities:

- Ability to work with people of diverse backgrounds.
- Must be reliable and dependable.

Licenses and Certificates:

Valid Driver's License and own transportation to work required. Maintain safe driving record in driving company vehicles.

Team Commitment:

Considers the benefits and consequences to the team when taking action, openly shares ideas and information with others, effectively completes work activities with and through others, helps others achieve goals and complete work to meet the needs of the team and the organization. Criticizes actions, when necessary, not people and effectively negotiates win-win outcomes.

Flexibility:

Be willing to work overtime and mandatory days set forth by the organization on short-notice. Be willing to work flexible coverage as needed.

Physical Demands:

The demands described here are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with

disabilities to perform the tasks outlined in this job description.

The position operates primarily in an office setting within the food bank. This position requires sitting at a desk and involves extensive computer work with frequent interruptions. Vision abilities required include close vision and the ability to adjust focus. Routine travel to meetings, functions, and special events is normal. Occasionally, may be required to respond to organizational needs outside of normal working hours. The employee may be required to push, pull, lift, and/or carry objects up to 30 pounds. With forklift traffic in the facility and product stacked and stored throughout, this position requires someone who is mobile and who can hear and watch for traffic and normal hazards of a warehouse environment. Frequently, conducts work in an external environment requiring driving. Conducts work in a fast paced and deadline driven environment.

Work Environment:

Feeding America Southwest Virginia is an equal opportunity employer and embraces a philosophy that recognizes and values diversity. Our goal is to attract, develop, retain and promote a talented diverse workforce in a culture where all employees will contribute to their fullest potential. This description provides information regarding the essential function of the designated job, and the general nature and level of work associated with the job. It should not be interpreted to describe all the duties whose performance may be required of such employees or be used to limit the nature and extent of assignments the individual may be given. This job description is not an employment agreement or contract.

I understand the requirements of the job.

Employee: _____ Date: _____
(Please print name) (Employee Signature)

Supervisor: _____ Date: _____
(Please print name) (Supervisor Signature)