



Job Title: Program Manager

Reports to: Executive Director

Salary Range: Full Time, Starting at \$35,000 Annually

Schedule: 30-35 hours with occasional additional weekend and evening hours.

Position Summary:

Under supervision of the Executive Director, the Program Manager will oversee the Programs of Redford Interfaith Relief (hereafter, "RIR"). RIR is a small non-profit client-choice food pantry and clothing boutique that distributes food and clothing to around 300 families a month in the Redford area. Our Programs currently include and not limited to: Client-Choice Food Pantry, Homebound Senior Delivery Program, TEFAP, Clothing Boutique. Food operations include 6 distribution days a month each serving around 50 households. RIR is open Wednesday, Thursday, and Friday, with 2 additional Tuesdays a month. On non-distribution days, volunteers accomplish other tasks such as re-stocking inventory, re-arranging shelves, completing other necessary tasks and accepting food deliveries and donations.

50% of position:

- Inform, develop, lead, and monitor RIR Programs and strategies and ensure alignment with RIR's mission, vision, and strategy.
- Responsible for the supervision and management of a large group of volunteers, while reporting to and working effectively with RIR's Executive Director.
- Ensure an efficient and welcoming flow of service through RIR's programming.

20% of position:

- Plan, order, organize and monitor inventory and storage for all RIR programs.
- Manage Program specific grants including documentation and compliance.

30% of position:

- Work with the Executive Director to ensure compliance with all relevant local, state, and federal regulations, laws, and standards.
- Responsible for executing operations and plans in conformance with RIR's mission, values, policies, contractual obligations, and objectives of the Board.
- Other Duties as assigned.

REGULAR JOB FUNCTIONS UNDER THE DIRECTION OF THE EXECUTIVE DIRECTOR:

Job duties include, but not limited to:

- Achieve high levels of client satisfaction through excellence in ordering, receiving, identifying, dispatching and assuring quality of goods.
- Organize and maintain inventory and storage areas.
- Ensure accuracy of deliveries and inventory.
- Determine volunteer staffing levels and assign workload.



REDFORD INTERFAITH RELIEF

18499 Beech Daly Rd | Redford, MI 48240-1804

- Interface and collaborate with Client Services Specialist to plan client distribution schedule and data collection.
- Maintain inventory records, document necessary information, and utilize reports to project storage and inventory status as well as assure regulatory safety and health compliance.
- Identify areas of improvement and establish innovative or adjust existing work procedures and practices. Provide volunteer training as needed.
- Work cooperatively with food suppliers and collaborative partner representatives.
- Perform work in a professional manner that upholds RIR's policies and procedures.
- Oversee maintenance and security of the facility in coordination with the Facilities Manager.
- Monitor weather and pivot operations as needed.
- Ensure a safe outdoor environment for volunteers and clients.
- Coordinate community food and clothing drives with community partners.
- Perform other duties as assigned by the Executive Director.

DESIRED QUALIFICATIONS

- Supervisory and Operations experience, including warehouse preferred.
- A collaborative, positive attitude with an eagerness to adapt to a fast-paced environment.
- Experience managing others and delegating tasks to others.
- Experience working with a large volunteer based workforce.
- ServSafe Certification. Must possess ServSafe certification within 90 days of hire.

DESIRED EXPERIENCE

- Possess experience working in Business, Social Services, Food Service, or a related field.
- Have excellent oral and written communication skills in order to communicate and enforce operating policies and objectives and independently carry out policies and procedures.
- Demonstrate ability to communicate with all parties in a professional and courteous manner.
- Demonstrate proficiency in computer software applications, such as Microsoft Word, Excel, and Internet based software.
- Strong mathematics skills for inventory purposes.
- Experience with inventory and recordkeeping.

PHYSICAL REQUIREMENTS

Ability to lift files, boxes and food items weighing up to forty (40) pounds. Position may require standing for long period of time and bending or reaching, to gather food items in the building and/or to load food into cars and other vehicles.

This institution is an equal opportunity provider

Please submit your resume and cover letter detailing your relevant experience and interest in the position to angela@redfordinterfaithrelief.org