



Community Emergency Service, Inc.
Food Shelf Program Manager – Bilingual (English/Spanish)
Position Description

About Community Emergency Service (CES): Inspired by the vision of Pastor William Berg and the philanthropy of Russell Lund, Sr. of Lund’s Foods, Community Emergency Service (CES), in 1971 was organized. Today we have six core programs, servicing over 125,000 individuals annually and giving out over 650,000 lbs. of food. We strive to alleviate hunger in all forms.

Our Mission: Rooted in God’s loving grace, Community Emergency Service transforms lives by serving neighbors, sharing resources and becoming community – *a place where people come hungry and leave hopeful.*

Our Values: Operating in a neighborhood that is culturally, ethnically and religiously diverse, we strive to serve all our neighbors in need, as Christ would have us do, without distinction or test. We invite support from volunteers and donors and are open to collaboration with other agencies regardless of religious affiliation.

- We are a community
- We respect the dignity of each person
- We are servants
- We are good stewards
- We are good neighbors

Position Overview:

The Food Shelf Program Manager is responsible for the day-to-day operations of the food shelf programs. This person will provide direction and support to the food shelf team of staff and volunteers, and ensure that services are administered to our clients equitably and congruent with our mission and values.

Essential Duties and Responsibilities

- Provide a safe, dignified, inclusive and welcoming experience for our food shelf clients
 - Provide consistent direction, proper training, resources and support to food shelf staff and volunteers
 - Assist with volunteer recruitment efforts, orientations, and trainings
 - Uphold SuperShelf standards for the food shelf; continually work to adapt and improve services based on client needs
 - Ensure food safety standards and best practices are upheld and that the food shelf programs are in compliance with our food bank partner agreements
 - Manage food shelf program’s inventory and budget, including weekly food ordering, program supplies, and additional client resources
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- Responsible to maintain client data base, track all client services, data entry, and generate program reports and statistics
- Coordinate special events (e.g., Christmas and Thanksgiving programs) and secondary services (e.g., school backpacks, winter gear, household goods)
- Maintain positive relationships with donors, vendors, program partners and volunteers
- Oversee management of community resources and referrals
- Oversee management of incoming (In-Kind) donations and outgoing product

Knowledge, Skills and Abilities

- Excellent communication skills, both written and verbal, in English and Spanish
- Computer competency in MS Windows environment and the ability to learn program specific software
- Ability to work productively and patiently with people of diverse backgrounds, cultures, and abilities
- Organization and time-management skills, the ability to prioritize, and attention to detail
- Problem-solving skills; flexibility and able to adapt to changes and challenges on a daily basis
- Productive conflict-management experience. Discernment and empathy in dealing with difficult and sensitive situations
- Valid driver's license, good driving record, and ability to operate company vehicles

Work Environment/Physical Demands

- A portion of this job will take place in a temperature-controlled warehouse, including entering and retrieving product from a walk-in cooler and freezer
- Frequent lifting of up to 25 pounds, and occasional lifting of up to 50 lbs. Some lifting is repetitive
- Ability to use warehouse equipment such as pallet jacks, carts, box cutters, ladders and step stools
- Frequent pushing, pulling, reaching, bending, and standing/walking for long periods
- Some office and desk work

Education and Experience

- Undergraduate degree in a related field or equivalent experience
- 3+ years of customer service or working in a social services setting
- Experience managing people
- Previous work with or understanding of grants is a plus

Position Title: Food Shelf Program Manager

Supervisor: Operations Director

Reports to this Position: Reception and Intake Coordinator, Warehouse Coordinator, Senior Community Service Employment Program participants, and volunteers

Location: 1900 11th Ave. S, Minneapolis, MN 55404

Hours: Full time (generally Monday – Friday 8:30am – 4:30pm; including occasional evenings and weekends based on program needs)

Interested and Qualified Candidates can submit a cover letter and resume via email to:

Sandra Holden, Operations Director

sholden@cesmn.org
