



Hunger Task Force Position Description: Site Developer

Department: Food

Reports To: Food Bank Director

FLSA Status: Exempt

General Function: The Site Developer position supports partnerships with community organizations and builds the capacity of distribution sites and service areas, assuring safe and dignified access to emergency food by hungry people within Milwaukee County. This position serves as a liaison between food bank and Qualified Local Providers (QLP), the network of pantries, soup kitchens and homeless shelters. The Site Developer conducts routine site inspections of QLPs to assure compliance with operational standards, effectively recommending food, grant and equipment allocations. This position provides technical assistance and support to volunteers and staff at community organizations providing food distribution. Identifies potential distribution sites for partnership.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Conducts annual assessment of emergency food accessibility for Milwaukee County.
- Effectively recommends development of distribution sites by neighborhood based upon poverty statistics, food access and community resources.
- Recruits and educates community organizations (schools, congregations, social work agencies) in order to establish network participation.
- Trains new or existing site managers, volunteers and staff in *Standards of Excellence*, TEFAP regulations and monthly reporting to ensure compliance.
- Monitors and analyzes service statistics to assure adequacy of food supply. Creates and distributes menus, facilitates timely receipt and review of food orders and determines assignment of specialized food product.
- Assures full compliance with regulations, health code and standards of operating as outlined in contract agreements and Standards of Excellence.
- Provides oversight of the infant needs' allocation, inventory and training of site's personnel. Oversees Infant Needs Food Sort Sessions to ensure adherence to sorting, boxing and labeling procedures.
- Provides oversight to specialized product distributions, including perishable product, vouchers or
- gifts in kind, as assigned by Food Bank Director.
- Effectively recommends equipment purchases or transfers, food allocation strategies, distribution of perishable food and cash grants for existing and under-developed programs.

- Identifies and channels community resources for site development with current and under-developed operations.
- Establishes, negotiates, and supports collaborative agreements between providers of current and under-developed operations and existing community institutions.
- Oversees and monitors daily operations of both new and existing under-developed programs.
- Works in collaboration with Distribution team to provide effective distribution of food resources to network partner sites. Effectively train all Distribution team members on the Standards of Excellence operational standards so they may support the ongoing monitoring of the distribution sites.
- As directed by Food Bank Director, investigates service issues or complaints levied by consumers, Impact 211 or the general community regarding partner site operations at a Qualified Local Provider.
- Maintains individual site files; prepares reports and correspondence for assigned network sites.
- Conducts Annual Site Reviews and maintains records for all EFO network sites.
- Create and maintain a library of training session presentations and materials based on needs of the recommendations and requirements of the Annual Site Reviews
- Actively participate in ongoing network evaluation each month and annual State Of The Network annual summary; solicits feedback from site managers regarding monthly service statistics
- Evaluates needs and provides service/referrals to walk-in clientele.
- Contribute to presentations for Quarterly Network Meetings and monthly All Staff Meeting. Attend agency staff and other required meetings and training opportunities.
- Coordinate the annual sessions for Civil Rights Compliance, Contract Review Session and ServSafe certifications.
- Assist with agency events and operations as needed.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Coordinates projects; Communicates changes and

progress; Completes projects on time and budget; Manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of Database software; Inventory software; Spreadsheet software and Word Processing software. Demonstrated proficiency in Microsoft Office suite.

Certificates, Licenses, Registrations

Valid Driver's License.

Other Skills and Abilities

Bilingual (Spanish, Russian, Hmong, etc.) preferred. Demonstrated ability to work with diverse populations.

Other Qualifications

Knowledge of ADA and Civil Right Compliance issues. Knowledge of standards of safe food handling storage & distribution. 1-year employment experience as a supervisor, including supervision of volunteers.

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

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision and color vision.

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

While performing the duties of this Job, the employee is occasionally exposed to wet and/or humid conditions, moving mechanical parts and outside weather conditions. The noise level in the work environment is usually moderate.

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Salary Range: \$44,526- \$64,074