



HUNGER TASK FORCE, INC. POSITION DESCRIPTION

Position Title: Site Developer

Department: Network Services

Reports To: Network Services Director

FLSA Status: Exempt

General Function: The Site Developer position directly supports the local Emergency Food Organization (EFO) network, senior Stockbox distribution sites and other key service points in Hunger Task Force's networks in Milwaukee and throughout Wisconsin. As the liaison to these networks, the position provides technical support, capacity building, site monitoring, quality control and recommendations for food and resource allocation to ensure safe and dignified access to healthy and culturally responsive food for families facing hunger.

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 in applicable network services.
- Train new or existing site managers, volunteers and staff in *Standards of Excellence*, federal grant regulations and monthly reporting to ensure compliance.
- Conducts routine site inspections of sites to assure compliance with operational and federal standards, effectively recommending food, grant and equipment allocations.
- 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.
- Provides oversight to specialized product distributions, including perishable product, vouchers or gifts in kind, as assigned by Network Services Director.
- Effectively recommends equipment purchases or transfers, food allocation strategies, distribution of perishable food and cash grants for existing and under-developed programs.

- Establishes, negotiates and supports collaborative agreements between providers of current and under-developed operations and existing community institutions to expand available services.
- Works in collaboration with Distribution team and effectively train all Distribution team members on the *Standards of Excellence* operational standards so they may support the ongoing monitoring of the distribution sites.
- Investigates service issues or complaints levied by consumers, Impact 211 or the general community regarding partner site operations.
- Maintains individual site files; prepares reports and correspondence for assigned network sites.
- Conducts Annual Site Reviews and maintains records for all EFO/Stockbox 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.
- Coordinate and contribute presentations for Quarterly Network Meetings.
- Coordinate the annual sessions for Civil Rights Compliance, Contract Review Session and ServSafe certifications for all network sites.
- Perform other duties as assigned.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

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

Diversity - 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; Communicated changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills – Assess 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; 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.

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; 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.

Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

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

quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

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.

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 regularly required to stand; walk and use hands to finger, handle, or feel. The employee is frequently required to sit; reach with hands and arms and talk or hear. The employee is occasionally required to climb or balance. The employee must regularly lift and /or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

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 regularly exposed to outside weather conditions and vibration. The employee is frequently exposed to moving mechanical parts. The employee is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

Salary Range: \$50,300 - \$72,500