



HUNGER TASK FORCE, INC. POSITION DESCRIPTION

Position Title: SITE DEVELOPER

Department: Food

Reports To: Food Bank Director

FLSA Status: Exempt

General Function: Supports partnership with community organizations and builds capacity of distribution sites and service areas that assure safe and dignified access to emergency food by hungry people within Milwaukee County. Serves as liaison between food bank and Qualified Local Providers (QLP) the network of pantries, soup kitchens and homeless shelters. Conducts routine site inspections of QLPs to assure compliance with operational standards. Effectively recommends food, grants and equipment allocations. 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 program coordinators, 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
- Serves as back up to the other Site Developer.
- Evaluates needs and provides service/referrals to walk-in clientele.
- Works with Administrative Assistant to maintain Emergency Box inventory and supply.
- 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:

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

Design - Generates creative solutions.

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.

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

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.

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.

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.

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

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

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.

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.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

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.

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.

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.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

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.

Certificates, Licenses, Registrations

Valid Driver's License.

Other Skills and Abilities

Bilingual (Spanish, Russian, Hmong, etc.). 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.

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: \$49,100 - \$73,700

Employee Acknowledgment:

I have read this job description and I completely understand all my job duties and responsibilities. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or the Associate Director.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description prior to signing this form.

Employee's Signature

Date

Employee's Name (please print)