



## **ASSISTANT PROGRAM MANAGER**

### **Experience | Skills | Attributes**

- 3+ years of experience leading teams
- 3+ years of experience training others
- Experience with critical thinking and problem-solving in a professional environment
- Strong organizational skills and personal time management
- Experience with Google Suite and willing to learn new software programs
- Enjoy working with a team in a culture of high-performance expectations
- Strong in-person and written communication skills.
- Comfortable talking with small groups of people.
- Enjoy working with volunteers of all ages and small and large groups
- Passion for our mission and commitment to the work required to deliver our program services.
- Willingness to work in a variety of settings, including an office environment, pantry/warehouse, and in the field.

### **ORGANIZATION OVERVIEW:**

Food For Thought is a 501(c)(3) not-for-profit organization in Florida, serving Walton and Okaloosa Counties. Food For Thought works to fight child hunger through year-round programs, designed to fight the negative impacts of Child Hunger in the lives of food-insecure children in grades K-12.

Our goal is to support a child's development and educational experience by bridging the gap between school meals during weekends, Summer, and Holiday breaks, as well as offering learning and life-skill resources through the Emeril Lagasse Full-Circle Kitchen.

Food For Thought has been working to fight child hunger since 2010, and currently serves 36 schools in Walton and Okaloosa Counties, reaching over 3,600 students weekly through our backpack services and classes in the Emeril Lagasse Full-Circle Kitchen.

### **POSITION OVERVIEW:**

The Assistant Program Manager provides continuity of leadership, training, and communication throughout the year with the program staff and volunteers. This role is designed to support the growth and development of our program staff.

This role holds and models a commitment to our mission, serving food-insecure children who depend upon Food For Thought Outreach. The Assistant Manager demonstrates a strong understanding of our best practices, standard operating procedures, culture, and history while influencing the expected performance standards through the program staff.

The right candidate for this position values standard operating procedures, training and development, and a commitment to the organization's mission.

## **ESSENTIAL FUNCTIONS:**

### **VOLUNTEER BASE**

- Facilitates new volunteer orientation and training.
- Facilitates the volunteer scheduling with the program coordinators
- Coaching the program staff on volunteer engagement and communication
- Coaching the program staff on group volunteer engagement
- Upholds the standards and practices of the organization while working with volunteers.
- Report any volunteer-related concerns promptly to your supervisor
- Engage volunteers in new opportunities to support the organization
- Serve as an advocate for the organization with the volunteers
- Maintains accurate records at all times.

### **PROGRAM OPERATIONS AND TEAM LEADERSHIP**

- Support and facilitate new hire orientation and 4-week training
- Providing ongoing coaching and development for the program team
- Regularly shares performance wins and opportunities with direct supervisor.
- Provides onsite leadership
- Provides day-to-day operational leadership when the Program Manager/Director is unavailable.
- Leads critical program services throughout the year.
- Holds self and team accountable for performance outcomes.
- Participates in the weekly operational planning and communication requirements.
- Works in all pantry and school locations, supporting the continuity of leadership and program expectations.

### **SHARED LEADERSHIP RESPONSIBILITIES**

*This role will serve as a leadership role within the organization and will have room for growth and professional development, and contribution. This role reports to the CEO and will regularly work with the leadership of the organization to ensure organizational success. Reporting results, opportunities, and sharing information is a regular part of the job.*

- On-site leader of the day-to-day program functions and team ( within the area of focus )
- Upholds organizational policies, procedures, and expectations throughout the team
- Leads by example, demonstrating strong performance standards and organizational passion for the shared mission to serve children and families.
- Creates and maintains a strong organizational culture throughout the program team
- Provides coaching and development with the program staff
- Support the onboarding, orientation, and training plans of new program staff
- Maintains a strong organizational culture throughout the program team, rooted in knowledge of the mission, vision, values, and organizational objectives.

### **SCHEDULE AND AVAILABILITY**

Employees may be required to attend events and/or be available to work days, nights, weekends, and holidays to meet the needs of the Organization. The Assistant Manager must be available for all critical events, training, and outreach efforts, and work in the field supporting the delivery of services. The manager is a salaried leadership role and should expect to work no less than 40 -45 hours per week, with time spent in all office locations and out in the community during program activities.

## **CONDITIONS OF WORK**

While performing the duties of this position, the employee may be exposed to the elements, including wet and/or humid conditions, extreme heat, and rain. This position requires travel within the service areas of the organization and requires the employee to regularly drive a company vehicle. Employees must frequently climb, sit, reach, stoop, kneel, crouch, or crawl. Employees must regularly lift and/or move up to 40 pounds.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

*This Job Description represents an overview of the responsibilities for the above-referenced position. It is not intended to represent a comprehensive list of responsibilities. An employee should perform all duties as assigned by management.*