



# POSITION DESCRIPTION

Position title:	<b>Grocery Rescue Coordinator</b>
Candidate:	Vacant
Department:	Food Services and Community Outreach
Supervisor:	Associate Directors (2) Community Programs and Programs and Services
FLSA:	Full-time/Non-Exempt
Salary:	\$25.00
Effective date:	ASAP

## OUR IMPACT

For over 45 years, Samaritan House has been leading the fight against poverty in San Mateo County. We're the only organization that delivers the full breadth of essential services and personalized support to the working poor. By ensuring our clients are fed, clothed, healthy, and housed, we help them create their own stability and remain an active, successful part of our community. After all, an enduring community is only possible when every person has the resources they need to live.

## OUR CULTURE

We're passionate about providing our employees with a supportive work environment and experiences that help them grow. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and stellar work ethics. We welcome candidates who love working with people of diverse backgrounds and want to make a difference by fostering community care for our neighbors in need.

## YOUR IMPACT

Under the supervision of the Associate Directors of Community Programs and the Associate Director of Programs and Services, the Grocery Rescue Coordinator will administer a variety programmatic and administrative activities related to food product donations and re-distribution while meeting the client service and food safety expectations of partner grocery retailers and all food safety regulations. This position will coordinate or directly pick up food product from partner retail grocery stores in our service area. Support a high-volume production and preparation food operation including repackaging and distribution of donated grocery inventory, service delivery of meals in accordance with established standards of nutrition, health, sanitation, any other food service regulating agencies and CAL/OSHA. This position will collaborate with food services team as needed.

Responsibilities include completing various administrative tasks in support of the grocery rescue program, including data entry, food ordering, documentation, numbers served and maintenance of records as directed by supervisors.

Position requires a candidate with excellent organizational, leadership and communications skills. Candidate must have a strong commitment to the agency's mission and the delivery of free food services to underserved communities in need. Must be able to operate within the philosophies, values and strategic objectives of Samaritan House. Samaritan House's Food Services Operations runs seven days a week. Position must reliably commute to partner sites or agency facilities. This position will work within all federal, state, county, municipal, food services industry, agency and other local regulations and policies.

## JOB REQUIREMENTS

**Please note our preferred and in some cases required qualifications for this position:**

### **Education and certifications to be presented at time of hire--**

- Associate's Degree or Bachelors Degree in Food Services Management or related field.
- Food Handler Card Required
- ServSafe Certificate
- Valid CA Driver License Class C

### **Experience- Minimum 3 year of experience in the following:**

- Bilingual and Bicultural English and Spanish is desired but not required
- Working in Food Services Field including oversight and supervision of large-scale production operations, sanitization and health standards, menu planning, bulk food purchasing, large quantity food preparation, and operation of industrial food services equipment.

- Working with meal planning for needs of diverse populations and special dietary needs. Familiar with the Administrative needs of food service and needed documentation.
- Nonprofit work experience preferred. Knowledge of social and economic problems pertaining to low-income, culturally diverse and underserved populations as it relates to food service.
- Providing food services to populations that have experienced a variety of vulnerability and trauma issues in compassionate effective manner.

#### **Other Skills and Expertise -**

- Superior Communication Skills- Written and verbal communication skills in English (and Spanish if Bilingual). Ability to direct Spanish speaking staff team. Professional, consistent and clear communications at all times.
- Excellent Computer Proficiency- Microsoft Office Suite including Outlook, PowerPoint, Word, Excel. Ability to rapidly learn computer programs, applications and databases, google tools. Familiarity with HMIS, Clarity and related data bases a plus. Knowledgeable with use telecommunication applications- Zoom, Skype, FB Messenger, MS Teams etc.
- Excellent analytical skills and ability to interpret data relative to food services.
- Presentation Skills in small or larger group settings
- Excellent professionalism and professional boundaries in all business interactions. Deliver excellent client service under all circumstances within agency values.
- Excellent adaptability in a fast paced and ever-changing work environment. Excellent time management skills to meet deadlines including administrative, multi-tasking, prioritization and organizational skills.
- Strong attention to detail and ability to produce excellent quality work is required.
- Excellent interpersonal and emotional intelligence skills. Exercise effective empathetic interactions with all constituents of diverse backgrounds and in various states of tension. Must be able to maintain and build relationships. Ability to work independently and with teams.
- Capacity to understand and comply with complex food industry, OSHA, governmental (all levels) and agency regulations, policies and procedures demonstrated through comprehensive document compliance and kitchen compliance efforts and activities.
- Ability to conduct all business within agency values, professionalism, high level of ethics and high integrity; ability to exercise appropriate judgment and timely decision making under various conditions is required. Demonstrated ability to be dependable and trustworthy in all business interactions.
- Excellent ability to deliver solutions-based approach to problem solving in a timely manner. Creative thinker with high energy, initiative, positivity and enthusiasm. Must be able to manage and de-escalate problem situations successfully.
- Positive and resilient attitude with ability to maintain grace under pressure, excel and contribute to a collegial and friendly working environment. Ability to function as a team player who promotes the concepts of collaborate work in all areas with a sense of humor and a cooperative spirit.
- Ability to meet deadlines and complete all work in a timely manner.

### **WORK ENVIRONMENT/PHYSICAL ACTIVITIES/BENEFITS**

Candidate must have the physical, visual, and auditory ability to perform the essential functions of the job and to respond to emergencies with or without reasonable accommodations. Reference checks and background checks will be performed prior to and at commencement of employment. Candidate must be able to work in an environment with occasional-to-regular interruptions. Activities may include but are not limited to: repetitive hand/arm motion (computer work), extended periods of standing and/or sitting at a computer workstation, regular travel, occasional bending, pulling, pushing, reaching, lifting, and carrying up to 70 pounds (with appropriate tools, belts, including forklifts) This position will require the usage of a mobile device or other assigned equipment, which will be provided.

Samaritan House requires all candidates to be fully vaccinated (including any mandated boosters) as a condition of employment and to receive a job offer. During the pandemic some positions will work remote, hybrid or onsite-This position is essential onsite. While on site all employees regardless of vaccination status are required to wear masks and social distance and abide by the Agency's Covid Protection Policies. This position requires weekend shifts.

**BENEFITS INCLUDE:** Health, Dental, Vision, Life/LTD, EAP, 403(B) Retirement Match, 22 Days first year PTO, 9 Paid Holidays, Pet Insurance, AFLAC.

### **ESSENTIAL FUNCTIONS OF THE POSITION**

#### **A. General Program Expectations from Funder:**

1. Ensure excellent service and quality programming for the Grocery Rescue Program and its community partners. Conduct all business within professional boundaries, high integrity and ethics. Ensure the agency is in good standing with funder (Second Harvest) and maintain current program agreements on file, ensuring operations are within terms specified. (Review Grocery Rescue Program Manual).
2. Use Grocery Rescue Program equipment and materials when engaging partner stores.
3. Perform Data Entry in partner agency database- MealConnect.
4. Contact Funder Grocery Rescue staff to facilitate changes to pickup schedule between agency and store.
5. Ensure donation receipts are submitted for each scheduled pickup. Donations should be weighed by category and data reported via MealConnect data site on same day as pickup. Please use the "Scheduled Pickup Not Attempted" or "No Pounds" options on MealConnect when the scheduled pick up does not occur or no product is available for pick up.

6. Facilitate training of back up staff for pickups and reporting as needed.
- B. Food Safety and Handling Expectations from Funder:
1. Use passive temperature control devices such thermal blankets and coolers while transporting perishable donations.
  2. Take temperature readings of one item from each perishable donation category at time of pickup and upon arrival at agency. Report temperatures on MealConnect.
  3. Transportation of Grocery Rescue donations should not exceed 30 minutes in one trip.
  4. Maintain program vehicles – safety and cleanliness daily.
  5. Train agency staff or volunteers handling Grocery Rescue donations in food safety standards and ability to recognize spoiled/unspoiled food.
  6. Ensure all refrigerated and frozen foods are stored in appropriate respective temperature controls
  7. Sort all dry and canned products according to Feeding American and FDA guidelines (included in Grocery Rescue Manual)
  8. Discard all donated products not meeting Program Safety Standards.
  9. Ensure usage of donated products within safe time frames and follow first-in, first-out methods.
- C. Client Services Expectations from Funder:
1. Follow Agency, Funder and Partner Store guidelines for engagement and ensure Agency identification is visible when engaging partners.
  2. Ensure timely and prearranged schedule is maintained. Ensure partner stores are informed in advance of holidays or altered scheduled that impact normal pickup operations and scheduling.
  3. Email [groceryrescue@shfb.org](mailto:groceryrescue@shfb.org) if experiencing ongoing issues with a partner store that the agency is unable to resolve. Second Harvest will manage to resolution as needed.
- D. Agency Programmatic and Administrative Duties
1. Coordinate Food Rescue Program within Agency, Funder and Food Safety requirements.
  2. Collect prepared, perishable and other rescued foods from retail stores, farms, and wholesale partners; informs supervisor of any problems or issues in a timely manner.
  3. Inspect products to be donated following food safety guidelines and refuse donations that do not meet safe food criteria.
  4. Use safe food handling practices and ensure operations are within safe food handling license requirements (ServSafe) for all business.
  5. Collect and deliver all product to non-profit beneficiaries and to the agency pantry, following all state and federal food safety handling guidelines.
  6. Coordinate program volunteers (pickups and delivery). Mentor, train and educate program volunteers who assist with all duties of the grocery rescue program.
  7. Work with local grocery stores and maintain positive relationships with representatives.
  8. Record accurately in appropriate databases or spreadsheets all collections and distributions and any and all information pertinent to food rescue operations. Perform any database entry. Complete and submit, daily and weekly database entry and reports in a timely manner.
  9. Communicate with key staff at vendor/beneficiary locations to ensure smooth pick-up and delivery of donations or to communicate any delays or issues that may arise. Develops and maintains positive relationships with vendors and beneficiaries.
  10. Provide excellent service delivery to all program constituents including timely responses to all calls from grocery retail donors; answer questions about the donation program, troubleshoot issues or concerns, and coordinate pickups/deliveries as needed.
  11. Provide education and act as an advocate in the reduction of food waste by educating key partners of the impact of eliminating hunger.
  12. Monitor and maintain all program equipment and vehicles, maintain cleanliness and report any breakdown or required maintenance to the Food Services Manager.
  13. Support the Development & Communications Team as needed with special event participation, engagement with donors, providing client stories, photography, and videography.
  14. Develop and Maintain relationships with food donors, retail partners, funders.
  15. Perform outreach and education with prospective food donors to ensure they have thorough understandings of established donation processes while also targeting efforts towards the expansion of the Grocery Rescue Program.
  16. Work closely with food services team (pantry and kitchen) to ensure that food products returned to the food services department is received and handled according to safe food handling practices while maintaining appropriate temperature controls.
  17. Establish and maintain positive relationships with grocery retail donors at the store and regional management levels to ensure a consistent flow of nutritious donated food and non-food items.
  18. Meet weekly with the Food Services manager to provide updates and review any operational issues.
  19. Perform a variety of administrative tasks including reporting, daily count maintenance of numbers served.
  20. Engage and communicate effectively and constructively with Supervisor to handle departmental concerns/issues. Provide recommendations for policy/procedural changes for Grocery Rescue.
  21. Provide supportive leadership and active support to manager, staff and volunteers.

22. Promote team work and strategies that unifies the Grocery Rescue team effectively with positivity.
23. Ensure excellent, timely and quality service delivery to all and by all within professional boundaries with high integrity and ethics.
24. Conduct all business and work within federal, state, county, municipal, industry and agency regulations, policies and procedures. Advocate for the mission of the organization.
25. Demonstrate and work within Samaritan House values and professional boundaries in all dealings with all Samaritan House constituents including but not limited to clients, staff, leadership team, etc.
26. Represent the organization in a professional and courteous manner at all times internally and externally.
27. Conduct work in compliance with all Agency policies, procedures and practices. Follow all safety regulations. Together with supervisor ensure a safe working environment. Ensure staff understand and work within safe practices and safety regulations (lifting, carrying, trips, falls, hazards, etc)and collaborate with Facilities Manager and Human Resources to ensure a safe work environment.
28. Report and complete any necessary incident reports within 24 hours. Review the incident report(s) and discuss with supervisor, as needed. Ensure all on the job employee injuries/illnesses are immediately reported to supervisors first and then immediately to human resources.
29. Support, assist and attend general department and agency events, activities and functions as needed. Assume responsibility and leadership for any related tasks within these events. This includes meetings with other community service providers or partner agencies.
30. Work flexible schedule including weekend days, evenings, holidays.
31. Reliably and safely commute to agency facilities. Present insurance and clean driving record for insurance purposes.
32. Use Agency Mobile Device or any other assigned agency equipment provided for professional purposes only. You may not reset mobile devices to factory setting when returning device. Required time for usage of devices outside of scheduled work hours are to be reported and paid.
33. Other duties as assigned.

## HOW TO APPLY

Samaritan House is an equal opportunity employer. Interested candidates will be required to submit a cover letter and resume to:

Samaritan House  
Director of Human Resources  
4031 Pacific Blvd. San Mateo, CA 94403  
hr@samaritanhousesanmateo.org  
FAX: (650) 294-4336

No phone calls, please! Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview. If applicant is a referral, please include the name of the referral contact in your cover letter.