



## Job Description

**Job Title:** Program Support Specialist  
**Classification:** Full-time, Non-Exempt  
**Department:** Operations  
**Reports to:** Eastern Idaho Branch Manager  
**Location:** Pocatello  
**Posting Date:** Monday, March 26, 2018  
**Closing Date:** Monday, April 9, 2018 at 5:00 p.m. or until filled  
**How to Apply:** [www.idahofoodbank.org](http://www.idahofoodbank.org)

### Job Summary:

Responsible for the implementation, coordination and administration of assigned programs at the Eastern Idaho Branch including volunteer recruitment and coordination, as well as leading the regional agency relations efforts. All programs are aligned to promote The Idaho Foodbank mission, vision and goals.

### Knowledge, Skills and Abilities Required:

- Bachelor's Degree or equivalent experience preferred.
- Ability to manage multiple projects with attention to detail, ability to handle interruptions, meet deadlines and produce accurate work.
- Proven competencies in Microsoft Office and internet ability.
- Ability to prepare newsletters, brochures and formal documents.
- Demonstrated conflict resolution skills.
- Experience at data collection and analysis.
- Excellent oral and written communication skills.
- Must have a valid driver's license with access to an automobile with active insurance.
- Strong commitment to safe work practices with ability to pass ServSafe Certification.
- Physical job requirements include ability to lift a minimum of 30 lbs. and up to 50lbs., with frequent bending and stooping, working in various outdoor/indoor environments.
- Speak to customers with poise and confidence, imparting information in a clear and understanding manner.
- Commitment to servicing low income individuals and families.
- Ability to work steadily and independently with minimum supervision and to follow standardized procedures. Strong problem solving capability and ability to follow detailed instructions.
- Ability to work a diverse schedule.

### Principle Duties and Responsibilities:

- Commit to upholding policies, principles and best practices for food safety. Assist in verifying food safety standards are met for products and packaging materials through visual inspection, product handling and temperature monitoring when applicable.
- Follow all safety policies and health rules, programs and procedures.
- Maintain compliance and maintain all required documentation necessary for compliance to occupational safety, food safety standards and regulatory requirements is complete, accurate and current.
- Serve as the designated contact for food safety, responsible for ensuring implementation of food safety metrics under the direction of the Food Safety and Compliance Coordinator.
- Work with Branch/Distribution Manager and Food Safety and Compliance Coordinator on conducting regularly scheduled inspections, applying necessary corrective action, maintaining recordkeeping and reporting corrections.

- Orients, trains and supervises all volunteers and prepares them to perform their duties in accordance with The Idaho Foodbank's policies and procedures for food safety and occupational safety.
- Perform duties related to Volunteer recruitment and workgroup coordination. Develop and conduct volunteer outreach, recruitment, orientation, training and recognition programming.
- Maintain various statistical spreadsheets, reports and agency information in an accurate and timely fashion.
- Conduct agency site visits to ensure compliance in all areas of agency MOA.
- Ensure agency compliance with all reporting requirements
- Work closely with the Development Coordinator and Branch Manager to coordinate local food drives
- Work with operations team to develop positive relationships and understand varied need of partner agencies. Maintain rapport with donors to foster continued support and a professional working relationship.
- Work with other team members in a cooperative and supportive way, providing assistance and fill-in coverage for other positions.

### **Working Conditions**

Part of this work is performed in an office environment while sitting at a computer terminal for extended periods of time. Most of this work is performed in a warehouse environment with frequent lifting of up to 50 pounds. Functioning in extreme temperatures between -10° to 38° F is required. Frequent bending, lifting, twisting, walking, sitting and reaching at various heights above and below shoulder level within confined spaces. May work outside normal working hours and drive own vehicle for various projects on a daily basis.

### **Employment Requirement**

- Negative Drug Screen
- Successful Background Clearance

### **Disclaimer**

This job description in no way states or implies that these are the only duties to be performed by the employee in this position. Employees will be required to follow any other job related instructions and to perform any other job related duties requested by any person authorized to give assignments.

This position description excludes the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

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