



Job Title: Program Coordinator

Overview:

Food For Free is excited to be hiring a **Program Coordinator** who is passionate about food justice. This new role will provide critical support for two of our programs that address hunger and food insecurity: Our *Healthy Eats Home Delivery Program* delivers nutritious boxes of groceries directly to ~400 households in Cambridge every other week, and our *Just Eats Grocery Box Program* creates 2,000+ grocery boxes a week for distribution to agency partners. This position will report to the Senior Coordinator of Just Eats and Healthy Eats.

Responsibilities Include:

- **Healthy Eats Home Delivery Program:**
 - Communicate with, coordinate, and assist program box packing and driving volunteers
 - Support on-site Home Delivery programming every-other weekend (Friday-Sunday) to ensure program deliverables are met by monitoring oncall line
 - Maintain client records, schedule volunteers using an online database, and monitor the smooth operation of this critical food delivery program
 - Manage database to ensure accurate delivery schedules and clean, accurate data
 - Conduct new client intake and communicate regularly with clients, answering questions and troubleshooting special diet needs and missed deliveries
 - Deliver grocery boxes to clients and fill in for volunteers as needed
- **Just Eats Grocery Box Program:**
 - Lead and train groups of up to 15 corporate and regular volunteers who pack boxes in 3-hour shifts 5 times per week
 - Under supervision of the Senior Coordinator, ensure all aspects of box packing are successfully executed to create the appropriate number of grocery boxes in a timely manner
 - Work with Operations staff and Senior Coordinator to ensure smooth flow of program set-up, assembly line implementation, and break-down
 - Restock food supplies and assist in inventory management, using electric pallet jack
 - Work collaboratively with volunteer site captains and regular volunteers to effectively run volunteer shifts
- Other duties and cross-program support as assigned

Required Qualifications:

- Commitment to social justice, and food justice in particular
- 1-3+ years of experience managing or working with volunteers
- Experience leading groups of people (or students, children, etc.)
- 1-2+ years of program or project management experience
- Intermediate level skills with Excel/Google Sheets or database program; including ability to read and create tables and schedules
- Ability to lift 40-50 lbs. repeatedly and be on feet for several hours at a time



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- High attention to detail and thorough follow-up to resolve information discrepancies
- Excellent interpersonal and ability to calmly resolve conflicts
- Ability to “think on your feet” and problem-solve in the moment, while juggling multiple priorities at once
- A high level of self-organization and time-management skills
- Ability to identify, own, and work on projects through to completion
- A professional demeanor and also a love for working with a diverse group of people
- Must have driver’s license and clean record, strong preference for candidates with drivers license for 7+ years

Preferred Qualifications:

- Fluency in Spanish, Haitian Creole, or Portuguese a plus
- Experience working in a nonprofit customer service setting
- Knowledge of food insecurity services in the Greater Boston area
- Experience or concentrated interest in Social Work or similar field

About Food For Free

Food For Free is a Cambridge-based, non-profit organization dedicated to providing the Greater Boston community with reliable access to fresh and nutritious food. We accomplish our mission through food rescue, partnerships with schools, colleges, and traditional food organizations, as well as our own direct service programs. In fiscal year 2021, Food For Free distributed more than six million pounds of nutritious food and reached more than 40,000 people throughout Greater Boston.

Food For Free is a flexible, innovative organization. We have an open, informal culture and believe deeply in transparency and integrity. Collaboration is at the heart of all that we do and it comes from a deep respect for one another, our community and the people we serve. We believe work should be fun and when people are playing to their strengths, they are at their best.

Schedule & Working Conditions

- This is a non-exempt, full-time salaried role (40 hours per week)
- Schedule:
 - Generally on-site Monday-Friday 8:00AM-4:30PM with occasional flex time on weekends as needed for program coverage
 - Weekend on-call days from 8:00am-4pm every other Saturday and Sunday (except on holiday weekends); receives comp time for this coverage
- May assist in warehouse when needed
- Requires stooping, kneeling, crouching, lifting, carrying, and reaching
- Physical ability to perform tasks that may require prolonged standing, sitting, and other activities necessary to perform job duties.

Compensation: At least \$40,000

**Benefits:**

Food For Free offers a generous benefits package, including:

- 75% Healthcare, Dental, and Vision
- (3) weeks paid vacation, (4) weeks after your fourth year
- 16 Paid Holidays
- Paid wellness days
- 403(b) Retirement Account and Match
- Employer-paid Life Insurance and Long Term Disability Insurance
- Flexible Spending Account (FSA)

How to Apply:

Candidates should email a cover letter and resume to Stephanie Tyler Smith at stephanie@foodforfree.org

Food For Free is an equal opportunity employer and is strongly committed to building and maintaining a diverse community. Persons from diverse backgrounds including women, communities of color, the LGBTQ+ community and people with disabilities are encouraged to apply.