

## OUR EXCITING OPPORTUNITY

*Community Action Partnership of Orange County* has an exciting opportunity for a

### ***CSFP Program Manager***

The Commodity Supplemental Food Program (CSFP) Manager will lead and manage CSFP staff, including operational and administrative duties, necessary for CSFP compliance and distribution of food to eligible participants; playing a critical part in the work and dedication of *Community Action Partnership of Orange County's* initiatives. It's leadership with a cause and the rewards are immeasurable!

## WHO WE ARE

Born out of the War on Poverty more than 50 years ago, Community Action Partnership Orange County (CAP OC) is a trusted resource for Orange County community members who face obstacles such as food insecurity, unemployment, economic turmoil and more. We walk alongside the people we serve, and we act to meet immediate needs without delay. Our programs help empower people to improve their lives and their communities. We see poverty as an unacceptable reality for our neighbors and rally with key partners to help facilitate change.

CAP OC hires professionals who support and embody the following **EPIC** values:

Going above and beyond in every interaction and activity we undertake. We strive for **EXCELLENCE** in service, keeping a pulse on the most up to date innovations within our industry. Together we continually assess and improve the way to work and enhance the strategies we utilize to meet the needs of our community.

Reaching our goals by working collaboratively with each other and our community. We are working to do the things that have not been done: empowering families and individuals to financial independence, breaking the cycle of poverty, creating financial equity, combating food insecurity, and establishing healthy and energy-efficient living conditions for all through social innovation. All of this takes **PROACTIVENESS**, and an intrinsic motivation that drives us to go above and beyond to create cutting-edge trends and program designs. We have the will and the energy and won't stop until the needs of our underserved community no longer exist.

We are a team of high **INNOVATION**. We value the work we do; the people we serve; and treat each other with respect and kindness. We also have an environment of engaging in social economic justice by sharing of ideas and not afraid to try new things that increases our educational capacity. We think outside of the box, and challenge prevailing assumptions about issues of poverty.

Reaching our goals by working in partnership with each other and our community. The work we do is deeply rooted in the **COLLABORATION** we have with our community and its citizens. We care about the legacy of community action partnership and go above and beyond



to ensure we support each other in bringing forth the services and resources that will positively change generations forever.

We have remained true to our mission *“We seek to end poverty by stabilizing, sustaining and empowering people with the resources they need when they need them. By forging strategic partnerships, we form a powerful force to improve our community.”*

### **VALUES**

In addition to our EPIC values our external values are as follows:

#### **Leadership**

We are guiding critical shifts in how people think and act to address the root causes of poverty

#### **Collaboration**

We bring together all capable partners to achieve transformative results

#### **Trust**

For over 50 years, the community has counted on us to empower those in need

#### **Compassion**

We treat each person we serve respectfully and with great care

#### **Justice**

We are passionate about advocating for those living in poverty and creating equity throughout the region

### **WHAT YOU WILL ACCOMPLISH IN THIS ROLE**

Under the direction of the CSFP Senior Program Manager, the CSFP Manager will plan, direct and coordinate activities for one-third of CSFP distribution sites while ensuring compliance with CSFP and ensure CAP OC objectives are accomplished within the prescribed time frame. It is desirable that the selected CSFP Manager candidate be bi-lingual in Spanish or Vietnamese.

### **ROLES AND RESPONSIBILITIES**

- Manage and coordinate the scheduling and activities for one-third of the CSFP distribution sites on a daily, weekly and monthly basis; monitor number of food boxes distributed to meet quarterly and yearly distribution goals.
- Manage, assist and support the work performed by Eligibility Technicians including field work, client certification, telephone coverage, filing, data entry and program outreach.
- Research and recommend potential distribution sites to the Senior Manager CSFP.
- Reconcile the number of food boxes distributed daily. Calculate food usage and complete all other computations necessary in preparing the monthly inventory report.
- Complete managerial administrative duties including monitoring budget(s), producing, completing and submitting reports.

- Monitor and evaluate daily activities to ensure program objectives are being met and recommend necessary changes or modifications.
- Work collaboratively with other managers in preparing the monthly calendar and schedule for staff and volunteers.
- Lead the selection, printing and distribution of nutrition education materials.
- Work with a variety of partners and resources, and act as a representative of CAP OC for the community support programs.
- Other duties as assigned.

### **MANAGEMENT ROLES AND RESPONSIBILITIES:**

- Manage, motivate and evaluate the performance of direct reporting CSFP Eligibility Technicians by utilizing EPIC values.
- Manage the daily workflow of direct reporting CSFP Eligibility Technicians, scheduling of staff to ensure daily goals and job duties are accomplished, ensure all safety procedures are followed.
- Direct the interview, selection and training process for new members of direct reporting staff.
- Coordinate training programs for new staff and identify training needs for current staff.
- Perform constructive and timely performance evaluations on direct reporting CSFP Eligibility Technicians.
- Ensure direct staff is following all CAP OC policies, procedures and guidelines.
- Perform approval process of timecards, vacation and sick hours within approval process timeline.
- Handle discipline and termination of Eligibility Technicians with support of Human Resources, Senior Manager CSFP and Food Bank Director.
- Other duties as assigned.

### **THE IDEAL CANDIDATE HAS KNOWLEDGE AND EXPERIENCE IN**

- Possessing strong interpersonal and customer service skills with staff, volunteers, and participants.
- Effective leadership skills that will result in meeting all departmental and CAP OC goals, development of an EPIC staff, and meeting CAP OC initiatives.
- Strong time management skills, working effectively within demanding time constraints.
- Communication proficiency with all levels of staff, management, participants and partners. Communication proficiency desired in English/Vietnamese or English/Spanish.
- Problem solving/analysis in order to resolve short-term problems and possible looming problems.
- Understanding and applying program rules, regulations and procedures, and a familiarity of laws and regulations governing county, state and federal funded programs.

### **IDEAL CANDIDATE MUST BE**

- Customer service focus: Establish rapport with staff, service agencies, churches, commercial residences and participants from culturally diverse backgrounds.
- Ethically Focused: Understand ethical behavior and business practices and ensure own behavior and the behavior of others are consistent with these standards and aligns with the values of the organization.
- Inclusive: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- Lead: Positively influence others to achieve results that are in the best interest of CAP OC.
- Creative/Innovative: Develop new and unique ways to improve the standing of the department and to create new opportunities.
- Collaborative: Work collaboratively in a team environment both internally and externally with the capability to negotiate success outcomes for all parties.
- Planning/Organization: Consistently demonstrate planning, organizational, execution and delivery skills for projects, events and reports to be delivered on time, within budget and achieving intended results.
- Language skilled: Demonstrate verbal, reading and written fluency in English, with desirable ability in Spanish or Vietnamese.
- Mathematical: Write, compose, and complete mathematical calculations correctly and in a timely manner. Compose and compile numbers, statistical data, and obtain other information for forms, reports and presentations.
- Computer literate: Competently use the Internet, Web based databases, Microsoft Office (Word, Excel, PowerPoint, Access, Outlook and Teams) and other applications via a desktop and/or laptop computer, PC Tablet and/or Notebook, or I-Pad. Competently use a camera, printer, projector, copier, Smart cell phone and/or other electronic devices. Experience with virtual communication platforms. Use a variety of computer databases to ensure that client records, statistics and reports are completed.

### **EDUCATION AND EXPERIENCE**

BA/BS degree desired or at least 5 years direct experience. Management experience with staff larger than 2 direct reports desirable.

### **TRAVEL**

Possess a valid California Driver's License with a driving record that meets minimum standards established by CAP OC insurance carrier, proof of vehicle insurance, access to a vehicle and willingness to drive/travel when required. May be required to drive personal vehicle, CAP OC truck or van to/from distribution sites.

Typically, travel is local during the business day to/from distribution sites, but may include travel to Riverside, San Bernardino, San Diego and Los Angeles Counties. Possible travel may be during evening hours and possible out-of-the-area and overnight travel.

### **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.

While performing the duties of this job, the employee is regularly required to bend, stoop, reach, pull, push, stand, kneel, sit, twist, turn, walk, bend at the waist, talk and hear, vision abilities include close vision, distance vision, color vision, ability to adjust focus, prolong manual dexterity of wrist and fingers, and moderate to prolong computer work. Employee will experience prolong periods of both sitting and/or standing. The employee must regularly lift and/or move objects up to forty (40) pounds. Exposure to a warehouse environment including extremes in heat and cold due to weather conditions, must be able to work outdoors in varying temperatures and weather conditions as required.

### **HOW TO APPLY**

Please Apply at Community Action Partnership of Orange County's website at [www.capoc.org](http://www.capoc.org).

### **MEDICAL EXAMINATION AND BACKGROUND CHECK**

A medical examination is required of each new employee whose physical condition must meet the minimum requirements prescribed for the position. In addition, prospective employees must pass a pre-employment physical, drug screen, Live Scan and background check. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **THE PROMISE OF COMMUNITY ACTION**

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

