

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

Senior Food Box (CSFP) Senior Manager

The Senior Food Box (CSFP) Senior Manager manages the daily and ongoing operation of the Commodity Supplemental Food Program (CSFP), a federal nutrition program serving seniors. This senior management position oversees the outreach, enrollment, food ordering, and relationships with host distribution sites for the program to deliver food boxes to seniors. This position ensures that the targeted number of seniors receives their food box each month, playing a critical part in the work and dedication of *Community Action Partnership of Orange County's* initiatives.

WHAT YOU WILL ACCOMPLISH IN THIS ROLE

Under the direction of the Associate Director, Food Bank Operations, the Senior Food Box (CSFP) Senior Manager coordinates the entire CSFP program from food procurement, ensuring nutritional standards, and production line capacities. This position also manages CSFP management staff. This position ensures compliance with CSFP and CAP OC objectives and does so within the prescribed time frame.

This position will work in-office for the entire work week/remote or a hybrid schedule is not available.

The annual salary range for this position is \$75,000.00 to \$77,250.00

ROLES AND RESPONSIBILITIES

- Manage the entire daily operation of CAP OC's senior food box program—known as the Commodity Supplemental Food Program or CSFP; this includes ensuring food procurement, participant eligibility tracking, food box preparation and production, and delivery to over 23,000 participants month.
- Develop program procedures and design action plans to meet targets.
- Identify community-based organizations and other resources to affect program goals.
- Direct the reconciliation of the number of food boxes distributed daily food and review monthly inventory reports; update the Associate Director and the Director of the OC Food Bank with monthly totals.
- Monitor senior participant food pick-up and distribution to ensure service excellence, and compliance with regulations, policies, and procedures.
- Develop and maintain effective linkages with potential and/or existing host sites.
- Attend civic and business meetings to promote the OC Food Bank Programs.
- Oversee eligibility certification of program participants.
- Manage the Oasis Insight participant tracking system and ensure all data is complete and up to date for effective reporting. This includes ensuring that Oasis Insight data is



properly transferred into CAP OC's agency-wide client management system—Apricot 360.

- Work with the IT Department to maintain all electronic equipment utilized for participant tracking.
- Complete a monthly reconciliation of inventory, and monthly and quarterly programmatic reports.
- Create, monitor, and ensure compliance of an annual CSFP budget; work with the Associate Director and the Director to roll department budget into the overall OC Food Bank budget. Monitoring may involve monthly reconciliation with Finance.
- Monitor staffing levels, overtime, and labor costs.
- Monitor sub-sites and recommend changes as needed.
- Manage the daily work of Managers and their corresponding Eligibility Technicians, scheduling of staff to ensure daily goals and job duties are accomplished.
- Ensure direct staff follow all CAP OC policies and procedures, guidelines, safety standards and procedures.
- Ensure all staff follow labor law guidelines, taking required breaks and lunches in alignment with CA laws.
- Coordinate training programs for new staff and identify training needs for current staff.
- Perform constructive and timely performance evaluations on direct reporting CSFP Managers.
- Perform approval process of timecards, vacation, and sick hours within approval process timeline.
- Handle discipline and termination of CSFP staff in accordance with CAP OC policy.
- Train, retain and supervise CSFP management staff; ensure staff morale and management transparency by being on the floor on a daily basis.
- Perform duties necessary to the ongoing operation of the Food Bank, which may include willingness to learn operation of warehouse equipment, as needed.
- Ensure that food ordered to be included in the food boxes satisfies the dietary needs of the seniors being served.
- Partner with Nutrition program staff to ensure the senior food box program is included in nutrition education and training.
- Ensure eligibility technicians understand the concept of “no wrong door,” and that participants may need referrals to other CAP OC programs for additional services.
- Consistently provide excellent customer service in a manner reflective of the spirit of the Agency's Mission Vision, and Promise.
- Other duties as assigned.

THE IDEAL CANDIDATE HAS KNOWLEDGE AND EXPERIENCE IN

- Managing, motivating, developing, hiring, training, and disciplining a diverse staff to work collaboratively together to meet participant needs and agency goals.
- Possessing strong interpersonal and customer service skills.
- Effective leadership skills that will result in meeting all departmental and CAP OC goals.
- Strong time management skills, working effectively within demanding time constraints.

- Communication proficiency with all levels of staff, management, participants, and partners.
- Problem solving/analysis in order to resolve short-term problems and anticipate possible long-term problems.
- Understanding and applying program rules, regulations and procedures, and a familiarity with laws and regulations governing county, state, and federal funded programs.
- Managing a customer management system to ensure participants are accurately accounted for, input is correct, and all team members are proficient with the system.

IDEAL CANDIDATE MUST BE

- Customer service focused: 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.
- A strong leader: 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.
- A strong planner/organizer: Consistently demonstrate planning, organizational, execution and delivery skills for projects, events, and reports to be delivered on time, within budget and achieving intended results.
- 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.
- Comfortable with client tracking data systems.
- Experience in virtual communication platforms.
- Computer literate: Competently use the Internet, Web based databases, Microsoft, and other applications via a desktop and/or laptop computer, PC Tablet and/or Notebook, or I-Pad. Competently use a printer, copier, Smart cell phone and/or other electronic devices.

EDUCATION AND EXPERIENCE

BA/BS degree desired or at least five years direct program management experience. Management experience with staff larger than two direct reports preferred.

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 and Los Angeles Counties. Possible travel may be during evening hours and possible out-of-the-area and overnight travel. May include out-of-area conferences.

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 prolonged periods of both sitting and/or standing. The employee may 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.

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.”*

HOW TO APPLY

Please Apply at CAP OC’s website at 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.

