

Loaves & Fishes Community Services (Full-time)**Position Description: Program Manager (Bilingual -- English/Spanish)****Summary:**

The Program Manager oversees the day-to-day operations of client services and Grocery Assistance Program registration across Loaves & Fishes' food access programs. This position is responsible for ensuring consistent, accurate, and compliant client registration practices across the Market, Online Market, Home Delivery, and spoke distribution locations.

Reporting to the Director of Health and Food Programs, the Program Manager provides leadership to client services staff and registration volunteers and ensures effective implementation of Grocery Assistance Program operations. This position also oversees program compliance, client communications and issue resolution, Home Delivery operations, program data integrity and reporting, and coordination of community organizations providing resources and information to clients.

Key Responsibilities:

- Oversee the day-to-day operations of client services and Grocery Assistance Program registration across all service locations, ensuring consistent, efficient, and effective processes.
- Ensure compliance with TEFAP, food bank, and other applicable program requirements by maintaining current registration processes and required documentation across service locations.
- Supervise, train, and support client-facing staff. Serve as the program point person for registration volunteers, providing training, procedural updates, and guidance related to client registration.
- Serve as the primary point of contact for client questions, concerns, and service issues and oversee timely and effective client communications regarding program services and operational updates.
- Oversee program data integrity, outcome reconciliation, and weekly, monthly, and fiscal year-end reporting.
- Develop and maintain relationships with community organizations to coordinate resources and opportunities for clients and represent Loaves & Fishes at community meetings and events as appropriate.

Job Requirements:

- Bachelor's degree in social services, nonprofit management, or a related field preferred
- Experience in program operations, client services, nonprofit services, or a related field
- Excellent organizational and problem-solving skills
- Detail-oriented and analytical, with the ability to review program data, identify trends and discrepancies, and ensure accurate reporting
- Excellent written, verbal, and interpersonal communication skills with the ability to effectively work with clients, staff, volunteers, and community partners
- Solid computer skills, including Microsoft Office and the ability to learn and use database systems
- Bilingual in English and Spanish
- Flexibility to work occasional evenings and weekends as needed

Compensation & Schedule:

Compensation – Commensurate with skills and experience, salary - \$45,000, comprehensive benefits package is offered

Schedule (100% in-person/onsite):

- Monday – Thursday, 9am – 5pm
- Friday, 9am – 2pm
- Evening or Saturday as needed, per availability

Please submit resume and cover letter to Human Resources at careers@loaves-fishes.org

Loaves & Fishes Community Services is committed to creating a diverse environment and is proud to be an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected veteran status, age, or any other characteristic protected by law. Qualified applicants protected by law are encouraged to apply.