

Job description

Title: Director of Food

Reports to: Chief Program Officer

Status: Full-Time, Exempt

Hours: Monday - Friday with occasional evening & weekend hours.

West Side Campaign Against Hunger (WSCAH)—established in 1979 and one of the largest and most successful food pantries in New York City—provides emergency food assistance and supportive services, including access to benefits like Supplemental Nutrition Assistance Program (SNAP), to low-income New York families. WSCAH's 86th Street and Mobile Markets provides more than 2 million pounds of healthy, fresh food to more than 30,000 food insecure New Yorkers annually. **West Side Campaign Against Hunger's mission is to alleviate hunger by ensuring all New Yorkers have access with dignity to a choice of healthy food and supportive services.**

Our next Food Director will be an active and collaborative member of our program leadership team overseeing \$3M+ in healthy and fresh food procurement across our food distribution network of 25+ sites in NYC and leading our flagship 86th street food market operations. We are looking for our director to transform our processes and systems to meet our growing network demand while incorporating our organizational values of sustainability, dignity, and choice. We are in the middle of our 5-year growth plan and we have doubled our food spending due to COVID-19.

Key areas of responsibility will include:

Food:

- Manage food procurement -- consistent and stable healthy food options to our customers within nutritional standards through optimizing our food donations while staying within budget and in compliance with various grant requirements.
- Develop and implement sustainable systems and reportable analytics for inventory and food procurement.
- Maintain positive and proactive relationships with City Harvest, Food Bank for New York City, and other current and prospective vendors/donors and as well as create opportunities for additional in-kind food procurement.
- Assist in the transition of WSCAH's COVID food distribution model to one that maximizes customer choice, including the implementation of a digital choice model
- Review existing, and develop new protocols for food handling, storage and display

Program and Organization Leadership:

- Be an WSCAH advocate of Dignity, Community, and Choice
- Collaborate with the Director of Mobile Market programs to ensure all food needs are fulfilled and the Director of Social Services to ensure food distribution is aligned with social service supports

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DIGNITY. COMMUNITY. CHOICE.

Management - 86th Street Food Market

- Lead daily operations including receiving deliveries, stocking shelves, inventory, procurement and bag packing and supervise 86th Street Market team of four including Pantry Assistants and Janitor
- Be the food market point person for WSCAH's volunteer program including training and assigning volunteer roles and responsibilities to maximize pantry operations, ensuring safety and enforcing pantry policies
- Maintain welcoming and efficient service (dignity) for customers and continuously how the Market is meeting the needs of customers and make adaptations as necessary.
- Maintain the sanitation and cleanliness of 86th Street Market in accordance with New York City and State health codes. Ensure all public health measures are adhered to as dedicated by the NYC Health Department and the CDC
- Support data collection and reporting and assist with content for development and communications efforts
- Establish and maintain positive relationships with co-workers within the 86th Street Market and across program areas - assist co-workers when necessary and be a strong team player

Nutrition Education (not active due to COVID-19 - strategic area for future growth)

- Support nutrition education workshops and culinary demonstrations for customers
- Ensure that recipes and other nutrition handouts are provided daily
- Build partnerships to further enhance customer experience and to support culinary workforce development

Competencies

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- **Project/Resource Management** – Establishes plans and priorities; organizes human, physical and financial resources; delegates tasks and responsibilities appropriately; coordinates and multi-tasks; simplifies and clearly communicates complex information
- **Flexibility and Adaptability** – Willing and able to change work tasks when needed; shifts priorities based on work demands. Assesses and balances competing values (i.e. policies and mission needs), and operates effectively in the face of uncertainty and change.
- **Decision Making and Problem Solving** – Reaching sound conclusions and recommendations based on the analysis of pertinent/available information. Taking calculated risks in uncertain or ambiguous situations in order to make sound, innovative decisions and to address problems.
- **Communication** – Effectively conveys information both verbally and in writing. Listens effectively. Promotes and models effective teamwork. Works well with people of all levels both within and outside of WSCAH; welcomes differing ideas and points of view and encourages participation at the highest levels.

- **Professional Demeanor** – Willing to align professional goals with the needs and priorities of the organization and believes in the importance of doing so. Demonstrates commitment to the job and organization as well as strong initiative and self-motivation to learn, develop, and succeed. Willingness to accept personal responsibility and be held accountable for outcomes.

Qualifications:

- Bilingual English/Spanish, preferred
- Demonstrated leadership and management w/ability to motivate people to a goal
- Team player and consensus builder
- Flexibility in work hours when applicable
- Great communicator w/strong customer service and conflict avoidance/resolution skills
- Technological competency with Microsoft Word, Excel and other relevant software and familiarity/ability to use online food-ordering tools
- Understanding of nutrition and dedication to health-driven mission
- Excellent analytical and problem-solving skills
- New York City Food Handlers Certificate, or willingness to acquire
- Proven ability to set and meet work goals independently and as part of a team
- Must be able to regularly lift a minimum of 50 lbs. of weight, but no employee shall be required to lift, transport or otherwise handle materials or objects with a per unit weight greater than fifty (50) pounds unless the Employer provides an appropriate lifting/transporting/handling device(s).
- Regularly required to physically operate routine equipment

This job description is intended to convey information essential to understanding the scope of the position and it is not intended to be an exhaustive list of skills, efforts, duties, responsibilities or working conditions associated with the position.

West Side Campaign Against Hunger is an Equal Opportunity Employer. We are committed to a work environment that supports, inspires, and respects all individuals. We do not discriminate based upon race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.